

COVIDSafe Plan

Managing the risk of COVID-19 in our workplaces

Plan approved by: General Manager,
Group Safety & Wellbeing

Version: 13 (Updated 11 July 2022)

1 Context and Application

This COVIDSafe Plan is intended to provide a summary of, and guidance in relation to, the controls available to manage the risk of COVID-19 in our workplaces. It applies to all our relevant workplaces and will be applied in conjunction with relevant Public Health Orders (PHOs) and guidelines in each jurisdiction.

Australia Post and its subsidiary operations include a variety of workplace locations, types of workers and operational arrangements. The various work locations, types of workers and operational arrangements have different COVID-19 risk exposures and requirements which have been considered in this COVIDSafe Plan and its application.

This COVIDSafe Plan outlines the main current control measures that are in place to prevent the risk of COVID-19 transmission in our workplaces occurring (preventative controls) and those that are in place to minimise the harm if the event does occur (recovery controls). The controls identified are also grouped as foundational and additional in recognition of the fact certain controls, such as hand hygiene, physical distancing and ongoing education, will remain in place for as long as the hazard of COVID-19 exists. Other controls will be appropriate additional measures dependent on the risk and particular circumstances at any given time. We will also continue to monitor and where appropriate adopt additional COVID-19 controls, including emerging technologies.

At the time of this COVIDSafe Plan, the foundational controls are well known and understood within APG and the broader community. It is noted that the government has put emphasis on personal responsibility and choice and this is reflected in the way the COVIDSafe plan should be used going forward.

The controls can be utilised in various ways, dependent on the nature of the specific workplace and the current context in each jurisdiction. They may be applied separately or in a variety of combinations based on the reasonable practicability of controls and each workplace environment.

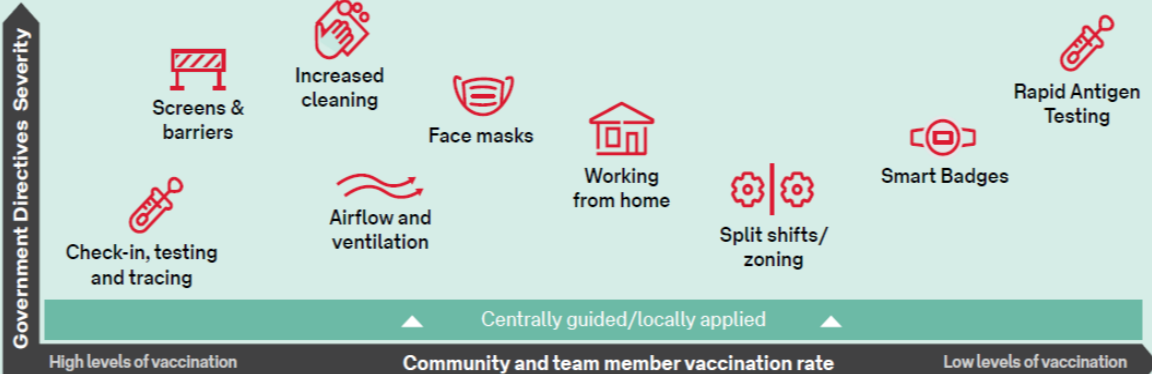
Australia Post wide controls will continue to include foundational controls and any of the additional controls as directed and communicated via the Leadership Team or Group Safety from time to time. Specific business units or workplaces may have additional controls in place at a local level such as visitor entry requirements that are documented and/or applied in addition to this COVIDSafe Plan which is intended to outline our main controls.

2 Visual of COVID-19 Risk Assessment

Our COVIDSafe Plan

Additional control measures

Additional control measures are outlined in our COVIDSafe Plan. These examples demonstrate how additional control measures may be applied depending on local context and the nature of the specific workplace



Foundational control measures



3 Foundational Controls

Control	Control Category	Control Type	Notes
Vaccination (voluntary and PHO mandated)	Foundational	Preventative and recovery	APG considers vaccination is the highest order control measure which reduces likelihood and consequences. Getting vaccinated (including boosters) and disclosure of vaccine status via secure database is strongly encouraged.
Government Directives	Foundational	Preventative	Community restrictions including lockdowns and restrictions on numbers aim to reduce community transmission.
Physical distancing	Foundational	Preventative	Maintaining physical distancing reduces the chance of transmission between people. Work practices and communications should enable and encourage physical distancing where practical.
Hand hygiene	Foundational	Preventative	Hand sanitiser, wipes and other cleaning materials are provided to improve hand hygiene to reduce the likelihood of transmission between people and through surfaces.
COVIDSafe Information, Awareness and Reinforcement	Foundational	Preventative	Reinforcement and reiteration of COVID-19 safe behaviours (eg: hand hygiene, don't come to work if unwell, maintain physical distance) according to the best current knowledge and practices reduces the risk of transmission occurring at our workplaces. Information is provided to assist with the management of psychosocial risks associated with COVID-19 also. This occurs in many ways, including but not limited to: Toolbox Talks, informal encouragement and reminders from managers, up-to-date signage and posters throughout our workplaces.
Employee assistance program	Foundational	Preventative & Recovery	Support for our impacted employees to reduce the psychosocial impacts of COVID-19 on our workforce.
Pandemic leave	Foundational	Preventative	Pandemic leave supports fully vaccinated workers who have been exposed to COVID-19 and required to isolate to remain out of the workplace

4 Additional Controls

Control	Control Category	Control Type	Notes
Additional Physical Distancing Controls			
Zoning / Workforce Bubbles	Additional	Preventative / Recovery	Zoning or the implementation of workforce bubbles can assist with physical distancing and reduce the likelihood of transmission in the workplace.
Density Limits	Additional	Preventative	Density limits in certain areas are applied in line with PHOs to limit the numbers of people in enclosed spaces
Working from home	Additional	Preventative	Those who can work from home, do work from home.
Split-shifts/waves	Additional	Preventative	Splitting our teams into different shifts that do not overlap minimises the risk of the virus spreading by reducing the number of people in the workplace at any one time.
No non-essential visitors	Additional	Preventative	Designed to restrict the number of people present in our workplaces to reduce the likelihood of transmission.
Movement of staff between sites	Additional	Preventative	Designed to restrict the number of people present in our workplaces to reduce the likelihood of transmission.
Visitor entry requirements	Additional	Preventative	Where visitors are permitted onsite, they must complete a screening requirement and adhere to all site safety requirements and COVIDSafe protocols e.g. Smartbadges, Rapid Antigen tests
Physical Barriers (i.e. screens, banners)	Additional	Preventative	Physical barriers assist in the reduction of transmission by encouraging physical distancing and / or creating a physical barrier to reduce the likelihood of airborne transmission of the virus.
Hygiene Controls			
Increased cleaning of facilities	Additional	Preventative	This measure is designed to reduce the transmission in the workplace through additional preventative high touch point cleaning and/or deep cleans following the presence of a COVID-19 case in the workplace, however it is noted surface transmission is rare. Cleaning equipment is provided for individual cleaning of desks and kitchen equipment etc and gloves are provided as required.
Airflow & ventilation	Additional	Preventative	Enhancing airflow reduces the risk of transmission in our workplaces. Airflow includes both encouraging and implementing

			natural ventilation and mechanical ventilation systems.
Face coverings	Additional	Preventative	Face coverings are supplied and worn to reduce aerosol transmission between people. They may be mandated at times via PHO or APG direction in line with risk of transmission.
Decreasing touch points	Additional	Preventative	Increased sensors or no- or low-touch controls for water, taps, doors and bin lids etc.
Contactless Delivery	Additional	Preventative	Contactless deliveries helps to maintain physical distancing and reduces multiple people touching scanner surfaces.
COVID-19 case management			
Contact tracing team	Additional	Preventative	Where an infectious person has been present in an APG workplace, contact tracing is conducted in line with state and territory guidelines to require contacts to test and isolate to reduce the likelihood of further transmission in the workplace.
Use of technology	Additional	Preventative/Recovery	Using technology to manage different aspects of COVID-19 on a secure and centralised platform, compliant with privacy requirements. These aspects include but are not limited to; secure submission of COVID-19 vaccination records to be sighted; end-to-end records and process management for contact tracing; contact logs and SMS integration in the system.
Location Check-ins	Additional	Preventative/Recovery	Where required, maintaining, and enforcing checking-in to our facilities (eg QR check-ins, staff security passes and visitor logs) assists with identifying possible exposure risks in the event of a positive COVID-19 case attending that location.
Rapid Antigen Testing	Additional	Preventative	Rapid Antigen Testing (RAT) can be used to screen workers and visitors prior to entry to site. RAT is designed to detect the virus in people who may not be experiencing symptoms and prevent them from entering our sites.
Smartbadges	Additional	Preventative/Recovery	Smartbadges enable faster and more accurate contact tracing by providing a report of contact made between badges worn by team members and visitors. This enables faster contact tracing to help to reduce the risk of further transmission.
PCR Testing	Additional	Preventative/Recovery	Facilitate and direct PCR testing through official testing sites or onsite (eg Rapid PCR testing) to confirm diagnosis of suspected COVID-19 to reduce the risk of further transmission.

5 Supporting documents

This COVIDSafe plan contains a sample of guidance materials, risk assessments, instructions and other communications that support the controls outlined in this document. Our key documents are included and are supplemented with various point in time communications and business unit or workplace specific materials.

Attachment	Title
1	Dynamic Risk Assessment - Risk of COVID-19 transmission in APG workplaces
2	COVID-19 Facility Zoning and Social Distancing Guidelines
3	Corporate Office COVID Readiness Plan
4	COVID-19 Self-Assessment guide
5	COVID-19 Guide for Managers
6	COVID-19 Case Management Process
7	Rapid Antigen Testing Procedure
8	Fitted Face Coverings (COVID-19) Safety Instruction
9	Workplace Cleaning and Air Quality Overview

Dynamic Risk Assessment

Risk of COVID-19 transmission in Australia Post Group (APG) workplaces

Group Safety & Wellbeing

Version 3. Effective 11 July 2022

Contents

1.1	Introduction	3
1.2	Scope	3
1.3	Current Context	3
1.4	References	4
1.5	Consultation	5
1.6	Risk Assessment	5
1.6.1	Hazard Identification and Risk Description	5
1.6.2	Risk Analysis	5
1.7	Foundational Controls	6
1.8	Additional Controls	7
1.8.1	Assessing the Risk	9
1.8.2	Risk Evaluation and Acceptance	9
1.9	Monitor and Review:	10

1.1 Introduction

This risk assessment focusses on the health risks and associated controls related to the transmission of COVID-19 in Australia Post Group (APG) workplaces. The purpose of this risk assessment is to meet obligations under Work Health and Safety (WHS) laws to eliminate, or if that is not reasonably practicable, minimise the health risks of COVID-19 in the workplace, so far as is reasonably practicable. This risk assessment is being conducted in the context of the impact of evolving variants in combination with low levels of government directed restrictions across the country as general population vaccination rates are at high rates.

1.2 Scope

The scope of this risk assessment includes the risk of transmission of the COVID-19 virus between members of the APG workforce, contractors, and members of the public and the associated adverse health effects including the potential for loss of life. This risk assessment applies to APG and its Australian-based subsidiaries.

The current APG operating context, public health context and relevant regulatory requirements were considered as part of this risk assessment. These considerations all change frequently. As such, this risk assessment is intended to be dynamic and capable of change.

This risk assessment takes into account:

- Potential severity of the risks.
- Effectiveness of existing control measures.
- Control measure options, their availability, effectiveness, and potential risk reduction.
- Recommendations for the appropriate risk control approach taking into account the above.

This risk assessment does not take into account other potential consequences related to the transmission of COVID-19 in the workplace and its associated operational impact such as fatigue, psychosocial issues, customer aggression, operational interruptions.

1.3 Current Context

Australia Post and its subsidiary operations includes a variety of workplace locations, types of workers and operational arrangements. The various work locations, types of workers and operational arrangements have different COVID-19 risk exposures and requirements which have been considered as part of this risk assessment.

The Australian Fair Work Ombudsman has published guidance related to management of COVID-19 risks in the workplace. As part of this guidance, four tiers of worker are suggested to inform the risk assessment. These are provided below:

- **Tier 1 work**, where employees are required as part of their duties to interact with people with an increased risk of being infected with coronavirus (for example, employees working in hotel quarantine or border control).
- **Tier 2 work**, where employees are required to have close contact with people who are particularly vulnerable to the health impacts of coronavirus (for example, employees working in health care or aged care).
- **Tier 3 work**, where there is interaction or likely interaction between employees and other people such as customers, other employees, or the public in the normal course of employment (for example, stores providing essential goods and services).

- **Tier 4 work**, where employees have minimal face-to-face interaction as part of their normal employment duties (for example, where they are working from home).

For the purposes of this risk assessment, APG frontline workers are Tier 3 and include Deliveries, Processing, Retail, and on-site Call Centre or administrative workers. Other APG workers who are not customer facing or interacting with other employees are Tier 4 for the purpose of this risk assessment. This includes corporate workers who are working from home. As those workers return to office environments, they may move between Tier 3 and Tier 4 at various times depending on their interaction with others.

Each Australian state and territory is responsible for the management of public health within their jurisdiction. States and territories continuously review, revise, and release Public Health Orders (PHO) related to the mitigation of COVID-19 in the community.

The risk of transmission and infection of COVID-19 varies across the different Australian states and territories. This is due to a variety of factors and the combination and evolution of these factors can impact on the risk of transmission and infection in different ways. The emergence of new variants have seen a recent increase in transmission rates, however PHO restrictions have reduced since the previous risk assessment, reflecting an evolution of the approach to controlling the transmission of the virus in the community.

Vaccination rates, community transmission rates and new variants are examples of community public health context. For the purposes of this risk assessment, we have considered vaccination rates and PHO directives instead of raw community transmission rates. This enables us to reflect current government health advice as it evolves, noting that the impact of community transmission shifts as vaccination rates increase as is reflected in the current PHO directives.

This risk assessment is being conducted as community transmission rates are increasing following the emergence of the new variants. At the same time, PHO restrictions are significantly reduced in various jurisdictions as compared to other periods of high community transmission and vaccination rates across the country are high. Vaccination rates across the country and in our workforce are high. Eligibility for a fourth vaccination dose has been extended to people over 30 and is recommended for those over 50.

A review of our existing COVID-19 controls and our previously largely centralised approach to the implementation of these controls was conducted in December 2021, prior to the emergence of the Omicron variant. That review considered the foundational and available additional controls in place across our workplaces and determined that the foundational controls should continue to be applied consistently and the additional controls were capable of being applied as a result of Enterprise direction or at a business unit level without an increase in risk. This review will consider the ongoing appropriateness of that approach in the current circumstances.

1.4 References

The following legislation and associated guidance material has been considered to guide this risk assessment:

- Australia Post COVIDSafe Plan v.12 dated 23 December 2021
- Work Health and Safety Act & WHS Regulations (2001) (Cth).
- Safe Work Australia National Guide for Safe Workplaces – COVID-19 (2020)
- Safe Work Australia – Key Considerations for undertaking a risk assessment – COVID-19
- Safe Work Australia – Industry Information for Employers – COVID Vaccination.

- Fair Work Ombudsman Guidance – COVID-19 vaccinations and the workplace.
- Fair Work Ombudsman Guidance – COVID-19 vaccinations: workplace rights and obligations.

1.5 Consultation

This risk assessment has been conducted in consultation with various safety and operational stakeholders, including workers.

1.6 Risk Assessment

1.6.1 Hazard Identification and Risk Description

The COVID-19 virus causes a respiratory illness which can vary from mild to very severe or fatal. Generally, people who are older or have pre-existing health conditions are more likely to experience severe symptoms or die from this disease. Whilst younger people, with no pre-existing health conditions can also become very unwell and die, this is more uncommon than in the older age groups. The health impacts of the Omicron virus continue to be monitored.

There is also emerging evidence of the potential for long-term, lingering health effects sustained by a significant portion of people who are infected with the virus. These effects have been termed ‘Long COVID-19’ and include fatigue, breathlessness and neurological complications.

In the context of this risk assessment, the COVID-19 virus is the hazard.

Hazard	Risk description
COVID-19 virus	There is a risk that COVID-19 transmission occurs within an APG workplace resulting in serious illness (e.g., requiring hospitalisation, Long COVID-19) or fatality to a member of the workforce, a contractor or member of public.

1.6.2 Risk Analysis

Risk analysis involves identifying current control measures that are in place to prevent the risk occurring (preventative controls) and those that are in place to minimise the harm if the event does occur (recovery controls). The controls identified are also grouped as foundational and additional in recognition of the fact certain controls, such as hand hygiene, physical distancing and ongoing education are controls which will remain in place for as long as the hazard of COVID-19 exists. Other controls will be appropriate additional measures dependent on the risk and particular circumstances at any given time.

The controls can be utilised in various ways, dependent on the nature of the specific workplace and the current context in each jurisdiction. They may be applied separately or in a variety of combinations based on the reasonable practicability of controls and each workplace environment.

APG wide controls will continue to include foundational controls and any of the additional controls as directed and communicated via the Executive team or Group Safety from time to time.

Even with these controls in place the nature of the COVID-19 virus is that transmissions can still occur. This is more likely to occur in unvaccinated people. It is widely accepted that the hazard (COVID-19) will not be able to be eliminated, rather we need to find ways to protect people and live with the virus.

The effectiveness rating of the current suite of controls is deemed to be ‘**Satisfactory**’ (i.e. controls are not fully effective at controlling the risk but are still providing a reasonably practical level of mitigation) given current workforce vaccination rates.

1.7 Foundational Controls

Control	Control Category	Control Type	Notes
Vaccination (voluntary and PHO mandated)	Foundational	Preventative and recovery	APG considers vaccination is the highest order control measure which reduces likelihood and consequences. Getting vaccinated (including boosters) and disclosure of vaccine status via secure database is strongly encouraged.
Government Directives	Foundational	Preventative	Community restrictions including lockdowns and restrictions on numbers aim to reduce community transmission.
Physical distancing	Foundational	Preventative	Maintaining physical distancing reduces the chance of transmission between people. Work practices and communications should enable and encourage physical distancing where practical.
Hand hygiene	Foundational	Preventative	Hand sanitiser, wipes and other cleaning materials are provided to improve hand hygiene to reduce the likelihood of transmission between people and through surfaces.
COVIDSafe Information, Awareness and Reinforcement	Foundational	Preventative	Reinforcement and reiteration of COVID-19 safe behaviours (eg: hand hygiene, don't come to work if unwell, maintain physical distance) according to the best current knowledge and practices reduces the risk of transmission occurring at our workplaces. Information is provided to assist with the management of psychosocial risks associated with COVID-19 also. This occurs in many ways, including but not limited to: Toolbox Talks, informal encouragement and reminders from managers, up-to-date signage and posters throughout our workplaces.
Employee assistance program	Foundational	Preventative / Recovery	Support for our impacted employees to reduce the psycho-physical impacts of COVID-19 on our workforce.
Pandemic leave	Foundational	Preventative	Pandemic leave supports fully vaccinated workers who have been exposed to COVID-19 and required to isolate to remain out of the workplace

1.8 Additional Controls

Control	Control Category	Control Type	Notes
Additional Physical Distancing Controls			
Zoning / Workforce Bubbles	Additional	Preventative / Recovery	Zoning or the implementation of workforce bubbles can assist with physical distancing and reduce the likelihood of transmission in the workplace.
Density Limits	Additional	Preventative	Density limits in certain areas are applied in line with PHOs to limit the numbers of people in enclosed spaces
Working from home	Additional	Preventative	Those who can work from home, do work from home.
Split-shifts/waves	Additional	Preventative	Splitting our teams into different shifts that do not overlap minimises the risk of the virus spreading by reducing the number of people in the workplace at any one time.
No non-essential visitors	Additional	Preventative	Designed to restrict the number of people present in our workplaces to reduce the likelihood of transmission.
Movement of staff between sites	Additional	Preventative	Designed to restrict the number of people present in our workplaces to reduce the likelihood of transmission.
Visitor entry requirements	Additional	Preventative	Where visitors are permitted onsite, they must complete a screening requirement and adhere to all site safety requirements and COVIDSafe protocols e.g. Smartbadges, Rapid Antigen tests
Physical Barriers (i.e. screens, banners)	Additional	Preventative	Physical barriers assist in the reduction of transmission by encouraging physical distancing and / or creating a physical barrier to reduce the likelihood of airborne transmission of the virus.
Hygiene Controls			
Increased cleaning of facilities	Additional	Preventative	This measure is designed to reduce the transmission in the workplace through additional preventative high touch point cleaning and/or deep cleans following the presence of a COVID-19 case in the workplace, however it is noted surface transmission is rare. Cleaning equipment is provided for individual cleaning of desks and kitchen equipment etc and gloves are provided as required.
Airflow & ventilation	Additional	Preventative	Enhancing airflow reduces the risk of transmission in our workplaces. Airflow includes both encouraging and implementing natural ventilation and mechanical ventilation systems.

Face coverings	Additional	Preventative	Face coverings are supplied and worn to reduce aerosol transmission between people. They may be mandated at times via PHO or APG direction in line with risk of transmission.
Decreasing touch points	Additional	Preventative	Increased sensors or no- or low-touch controls for water, taps, doors and bin lids etc.
Contactless Delivery	Additional	Preventative	Contactless deliveries helps to maintain physical distancing and reduces multiple people touching scanner surfaces.
COVID-19 case management			
Contact tracing team	Additional	Preventative	Where an infectious person has been present in an APG workplace, contact tracing is conducted in line with state and territory guidelines to require contacts to test and isolate to reduce the likelihood of further transmission in the workplace.
Use of technology	Additional	Preventative/ Recovery	Using technology to manage different aspects of COVID-19 on a secure and centralised platform, compliant with privacy requirements. These aspects include but are not limited to; secure submission of COVID-19 vaccination records to be sighted; end-to-end records and process management for contact tracing; contact logs and SMS integration in the system.
Location Check-ins	Additional	Preventative/ Recovery	Where required, maintaining, and enforcing checking-in to our facilities (eg QR check-ins, staff security passes and visitor logs) assists with identifying possible exposure risks in the event of a positive COVID-19 case attending that location.
Rapid Antigen Testing	Additional	Preventative	Rapid Antigen Testing (RAT) can be used to screen workers and visitors prior to entry to site. RAT is designed to detect the virus in people who may not be experiencing symptoms and prevent them from entering our sites.
Smartbadges	Additional	Preventative/ Recovery	Smartbadges enable faster and more accurate contact tracing by providing a report of contact made between badges worn by team members and visitors. This enables faster contact tracing to help to reduce the risk of further transmission.
PCR Testing	Additional	Preventative/ Recovery	Facilitate and direct PCR testing through official testing sites or onsite (eg Rapid PCR testing) to confirm diagnosis of suspected COVID-19 to reduce the risk of further transmission.

1.8.1 Assessing the Risk

This risk assessment considers the current risk rating of transmission of COVID-19 in our workplaces taking into account the foundational and additional controls currently available and in place across APG. The residual risk rating specifically considers the public health context of the Omicron variant; lower levels of PHO restrictions; and the impact of that change in circumstances in our workplaces taking into account the foundational and additional controls currently available and in place across APG.

Risk Rating	Likelihood				
Consequence	Rare	Unlikely	Possible	Likely	Almost certain
Critical					
Major					
Moderate	2 - CRR 2 - RRR		1 - CRR 1 - RRR		
Minor					
Insignificant					

Low	Medium	High	Extreme
-----	--------	------	---------

#	Cohort	Current Risk Rating (CRR)	Residual Risk Rating (RRR)
1	Tier 3	Medium	Medium
2	Tier 4	Medium	Medium

1.8.2 Risk Evaluation and Acceptance

The risk evaluation and acceptance process involves determining if:

- the risk can be accepted in its current state;
- reasonably practicable controls are available and appropriate to reduce the risk; and
- escalating the risk and associated risk treatment plan (where required) to the appropriate leader for approval

Noting:

- it is not possible to eliminate the risk of COVID-19 in our workplaces;
- foundational controls will remain in place;
- PHOs will be adhered to and the Executive and Group Safety will continue to issue directions as required;
- the current public health context as previously described; and
- the level of understanding and familiarity with the additional controls available across our business

the risk of transmission of COVID-19 in our workplaces will remain moderate taking into account the public health context of the new variants and lower levels of PHO restrictions. We consider it remains appropriate for business divisions and senior management to determine the appropriate suite of controls for their business, having regard to what is reasonably practicable and in consultation with their key stakeholders, HSRs and workforce.

Recommendations:

- Continue to adhere to all relevant PHOs.
- Continue to implement and enforce foundational level controls as set out in this risk assessment and the APG COVIDSafe Plan and educate our team members to reinforce compliance.
- The Executive and Group Safety should continue to provide guidance and APG wide parameters and directions related to COVID-19 that are appropriate for the whole of business.
- Continue to enable operational divisions and leaders to determine the specific COVIDSafe additional controls appropriate for their business and community context.
- Operational divisions should consult with HSRs and worker representatives in relations to the specific COVIDSafe approaches for their workplaces.
- Continue to communicate and promote information about the health benefits of vaccination to the workforce to encourage a higher vaccination rate across the entire workforce, including obtaining a third dose of the vaccine.
- Regularly review and update the risk assessment in response to changes that will materially impact the relevant risk levels.

1.9 Monitor and Review:

This is a dynamic risk assessment and should be reviewed regularly and in response to any change that impacts on the risk assessment findings. This may include significant changes in COVID-19 public health orders or the existence of a new COVID-19 variant.

A variant of high consequence could emerge for which current vaccines do not offer protection. In this situation, APG would implement multi-layered control measures in line with health advice until alternate vaccines or therapies become available.

Our COVIDSafe Plan

Additional control measures

Additional control measures are outlined in our COVIDSafe Plan. These examples demonstrate how additional control measures may be applied depending on local context and the nature of the specific workplace

Government Directives Severity



Screens & barriers



Increased cleaning



Face masks



Working from home



Rapid Antigen Testing



Smart Badges



Check-in, testing and tracing



Airflow and ventilation



Split shifts/zoning

Centrally guided/locally applied

High levels of vaccination

Community and team member vaccination rate

Low levels of vaccination

Foundational control measures



Stay home when ill



Government Directives



Hand Hygiene



Vaccination



Awareness & reinforcement



Physical distancing



EAP

Covid19 Facility Zoning & Social Distancing

Guidelines

Updated 27 March 2020

What has changed in this issue?

Update	Section/Page	Summary
Added	Section 3.2.2	Social distancing on SPS Culling Belts
Added	Section 3.4	Maintaining social distancing when Unloading from Red Vans
Added	Section 3.5	Social distancing for delivery posties
Added	6.2	Cleaning shared LSE, Red Vans & Shuttle services

Contents

1	Staff Communications	4
1.1	Why we are doing this	4
1.2	Scope	4
1.3	Zoning and social distancing	4
1.4	Document Change Log	4
2	Facility Zones	6
2.1	Facility work zones	6
2.2	Assignment of workers to zones	7
2.3	Task rotations	7
2.4	Managing medical restrictions	7
2.5	Managing staff and managers that crossover zones	7
2.6	Exceptions to Zoning Rules	8
3	Social distancing within zones	9
3.1	General	9
3.2	Induction	9
3.3	Chutes	9
3.4	Unloading from red vans	10
3.5	Pick-up and delivery	10
4	Managing Casual Staff and Overtime	11
4.1	Casual staff	11
4.2	Overtime	11
4.3	Managing unplanned leave	11
5	Shared Zones	12
5.1	Meal and break areas	12
5.2	Administration Areas	12
5.3	Smoking areas	12
5.4	Parking Areas	12
5.5	First Aid	12
5.6	Toilets	13
6	Managing access to shared equipment	14
6.1	Cleaning shared scanners	14
6.2	Cleaning shared LSE and Red Vans, and shuttle service.	14
7	Entering and exiting facility	15
7.1	Facility entry	15
7.2	Facility exit	15
7.3	Getting to and from your allocated zone	15
7.4	Evacuation meeting points	15
8	Zoning signage pack and instructions	16
8.1	Administration offices and entry foyers	16

8.2	Operational zones	17
8.3	Operational break out and bathroom facility zones	19
8.4	Entry AND Exit Zones	20
8.5	Zone scanner cleaning stations/tables	20
8.6	Shared area/congregation area closure	21
8.7	General signage for social distancing and good hygiene	21
8.8	Role specific social distancing and good hygiene	23

Apply the parts that are relevant to your facility in line with local arrangements and state government directives

Make changes to the parts of the plan you are implementing or removing, following normal consultation processes

Ensure that facility signage reflects the current requirements for zoning and social distancing. Signs that are removed should be put into storage so they can be reinstated in the event that zoning or social distancing needs to be reinstated

1 Staff Communications

1.1 Why we are doing this

Maintaining the safety of our employees is always our first priority. As the coronavirus situation continues to unfold, we are monitoring the situation closely and taking actions in line with all Government and health authorities' recommendations.

Social distancing is unanimously the key recommendation across health authorities and to assist us to implement these in a practical manner at our facilities we have created specific **Covid19 Facility Zoning Guidelines**.

The guidelines are designed to be a practical resource and toolkit to help you implement zoning. They include the principles for assigning and managing zones, managing access to shared equipment, entry and exit procedures and zoning signage.

In addition to implementing these zoning guidelines at your site, it is extremely important to continually remind employees, visitors and all persons on site, that the best way to minimise viral risk is to maintain good hand hygiene, to avoid touching your face and to wash your hands after touching public surfaces.

1.2 Scope

This document is intended to provide a guide to implement zoning in our operational areas with the objective of minimising the impact in the event of a confirmed Covid-19 case in your facility.

In the event that a person who presents sick/become sick during the day, follow corporate guidelines to provide gloves and a face mask and removed from site. More information on the subsequent processes for isolation and deep cleaning will be detailed in the "COVID – 19 Isolation and deep cleaning guidelines"

1.3 Zoning and social distancing

Zoning has been established to protect and minimise the impact to our workforce and services in the case of a confirmed case of Covid-19. The zones allow us to group our people into teams working across the facility value chain. In the event of a confirmed case the zoning should allow us to shut down and deep clean one zone only and maintain some level of processing at the facility.

Within all zones we must maintain social distancing. Social distancing is intended to protect our people from casual contact with each other, minimising the risk of Covid-19 spreading between people within each zone.

1.4 Document Change Log

Date	Update	Section/Page	Summary
24/3	Added	Section 3	Social Distancing guidelines
25/3	Updated	Section 3	Loading Aircons
25/3	Added	Section 4	Overtime, Casuals & unplanned leave

Classification: INTERNAL

25/3	Added	Attachment	Additional Social Distancing Signage
26/3	Added	Section 2.4	Managing Medical Restrictions
26/3	Added	Section 2.6	Exception to zoning rules
27/3	Added	Section 3.2.2	Social distancing on SPS Culling Belts
27/3	Added	Section 3.4	Maintaining social distancing when Unloading from Red Vans
27/3	Added	Section 3.5	Social distancing for delivery posties
27/3	Added	6.2	Cleaning shared LSE, Red Vans & Shuttle services

2 Facility Zones





2.1 Facility work zones

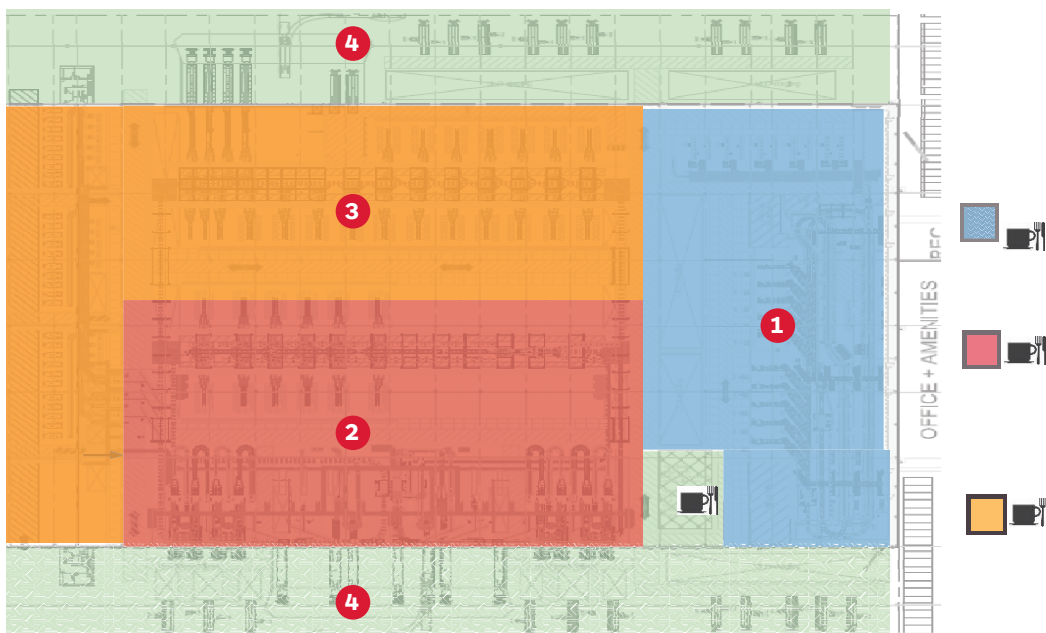
The facility floor and tasks that are undertaken within the facility is to be divided into 2 – 4 zones. The number of zones you use will be determined by the size of the facility and distribution of shifts, tasks etc.

Each zone must have a dedicated break area, workers will not be permitted to mingle when in shared areas. More information is provided on section 3 “Shared Zones” These break out areas locations must be included in the facility zone mapping.

Following is a concept of how a facility can be zoned. When zoning tasks, ensure that you are able to provide rotations within the zone that allow distribution between light and heavy lifting duties.

The zoning map must be completed and posted throughout the facility.

-  Zone 1 work area tasks in this zone include: PS SCANNING PLATFORM | SPS INDUCTION | SPS BAG CHUTES | SPS RIP & TIP | SPS MANUAL SORT
-  Zone 2 work area tasks in this zone include: LLPS LOOSE LOAD IN | PARCEL PICKER | MEZZANINE | PUD MEZZANINE | REJECT PARCEL ULD RUNNER
-  Zone 3 work area tasks in this zone include: LPS ROLL CAGE CHUTES | ROLL CAGE CHUTE RUNNER | LPS ULD CHUTES
-  Zone 4 work area tasks in this zone include | ULD CHUTE RUNNER | AGV RUNNER | INTERNAL RUNNER | LOADING | RUNNER



Conceptual Zone mapping / signage see

Classification: INTERNAL

2.2 Assignment of workers to zones

All staff will be allocated to a zone, this can be done via a ballot or lottery system as per your preference. Once allocated each worker must be issued with a sash, vest or Bandanna in the corresponding zone colour*.

*Note current availability indicates that the procurement of coloured sashes with adjustable Velcro fixings or bandannas will be the quickest and lowest cost option for colour zone identification.

Adjustable sashes are available from:

<https://www.hartsport.com.au/coaching/bibs-and-vests/general-mesh-bibs/hart-webbing-sport-sash-blue>

<http://www.wos.com.au/ProductGroup/8252.asp>

Once allocated to a zone the employee must remain in that zone till we are advised that the risk of Covid19 transmission has been contained.

You must keep a register of the allocated zones and check that workers are remaining in their zones and not swapping with their colleagues.

This register is to be published and posted within the facility.



2.3 Task rotations

All current facility rotations must cease. Rotations can occur within a zone only, there will be no ability to rotate staff through the facility or across zones.

2.4 Managing medical restrictions

Where people are on medical restrictions or Return to work (RTW) plans you will need to accommodate them within the new zoning plan. For example someone on restricted work that can't lift certain weight for more than a set period per shift may need to have review to work in zone where only that lifting is done.

Please work with the rehab team to find a suitable option.

2.5 Managing staff and managers that crossover zones

Managers, Technicians and runners who are required to move across zones are to maintain social distancing i.e more than 1.5m away from people at all times, focus upon Hand hygiene, and minimise/avoid surface contact

2.6 Exceptions to Zoning Rules

Where zoning is not possible to fully maintain, you must look for solutions that minimise time in another zone or within close contact with others. Eg. <15 minutes face to face (within 1.5 metres) and < 2hours in a small enclosed area.

This includes, Lunch rooms, Stock Rooms, trailer, aircans, etc. please refer to section 3 “Social distancing” for guidelines.

3 Social distancing within zones

3.1 General

Workers within zones must maintain a safe distance between other workers within the zone and avoid contact. Signage has been provided and must be displayed throughout the facility as a reminder to maintain distance.

In queueing areas such as exiting facilities via scanners, adhesive dots or floor tape can be used to mark out 1.5 metre intervals to reinforce social distancing.

3.2 Induction

3.2.1 Manual Induction & SPB Culling Belts

Social distancing of a minimum 1.5metres must be maintained for workers on induction lanes
Reflective floor tape should be used to provide a visualisation of distance between induction points (see image: social distancing on induction lanes)

In the case where we are inducing from both sides of the belt the workers on either side must be staggered to maintain social distancing of 1.5 metres.

3.2.2 SPB Culling Belts

Social distancing of a minimum 1.5metres must be maintained for workers on induction lanes
Reflective floor tape should be used to provide a visualisation of distance between induction points (see image: social distancing on induction lanes)

In the case where we are inducing from both sides of the belt the workers on either side must be staggered to maintain social distancing of 1.5 metres.

3.2.3 SPS induction stations

When inducing on the SPS workers must avoid facing each other and/or leaning across the belt. Workers should position their body facing forward.

3.2.4 Loose load in

When unloading trailers, use a single person unload where practical (i.e. slow lanes)

In the case where it is not possible to implement a one person unload, employees must keep to either side of the belt and avoid contact. To maintain 2 person unloading a resource buddy plan must be in place to pair workers ensuring that the same couples work together, buddies are to remain in their allocated pairs.

3.3 Chutes

3.3.1 End of chute

Where practical end of chute belts should be manned by a single person on each belt

When volumes are high a second person can work on the belt but must remain on opposite sides of the belt and avoid contact.

3.3.2 Loose Load out

Where there are no time constraints the single person loose load out process must be followed and the minimum KPI's for loading times monitored. (see Loose Load out SOP attached)

In the event that it is not practical to complete a single person loose load out 2 person loading process should be followed. To maintain 2 person loading a resource buddy plan must be in place to pair workers ensuring that the same couples work together, buddies are to remain in their allocated pairs.

3.3.3 Loading Aircans

In the event that it is not practical to complete a single person Aircan loading 2 person loading process should be followed. To maintain 2 person loading a resource buddy plan must be in place to pair workers ensuring that the same couples work together, buddies are to remain in their allocated pairs for Aircan loading and if applicable during rotations.

3.4 Unloading from red vans

Separation of a minimum of 1.5 must be provided between red vans.

When a van is unloaded, only one officer per door is allowed to operate. While unloading, officers are required to maintain a safe distance of at least 1.5m from each other.

The practice of passing parcels from a person in the van directly passing to the person at the back of the van must cease. When unloading vans from the side and back doors ensure that correct lifting technique is used and 3 points of contact applied when entering and exiting vans. Pause to allow separation between people when unloading.

It is OK to continue to use a two person lift for heavy or awkward parcels.

3.5 Pick-up and delivery

Drivers are to follow corporate guidelines for pick-up and delivery processes and be conscious of maintaining 1.5 metre social distancing with customers and members of the public.

Facilities that provide group transport for walking posties must consider reducing the number of people that are transported at one time from the facility to the drop of location.

More than one person in a van can occur good hygiene should be practiced where there is more than one person per van. The self-assessment principles should also be followed when there is a situation where social distancing cannot be achieved.

4 Managing Casual Staff and Overtime

4.1 Casual staff

Fixed term casuals that have remained since Peak should ideally be allocated a zone.

Casuals can continue to be used to top up the work force. Casuals can work across various zones, however where practical the zone that they are allocated to should be consistent.

In the case where this is not possible to attach a casual permanently to a zone, the Covid-19 self-assessment process should be followed to ensure that they are “fit, well and not showing any signs/symptoms of illness. All casuals must sign the required COVID-19 declaration.

Casuals must be allocated to a zone at the start of the shift and stay within that zone for the duration of the shift.

4.2 Overtime

If overtime is required to sustain service volunteers should be called from across all zones and allocation balanced to the zones as the first option.

Where it is not possible to manage the overtime the distribution of volunteers across the zones they can be reallocated to an alternate zone for the period of the overtime shift.

Where there is a cross-over between people and zones, the zone must be wiped down with approved disinfectant wipes prior to staff that are allocated to that zone commence their duties/shift.

Use of casuals to backfill resource requirements in overtime should follow instructions in section 4.1 above.

4.3 Managing unplanned leave





In the event that there is a high volume of unplanned absenteeism in a zoned area, resources may need to be reassigned between zones in order to maintain services across the facility.

Staff can be re-allocated to an alternate zone for a shift. Re-allocations must be done prior to the staff entering their normal zone and they must remain in their re-allocated zone for the duration of the shift.

5 Shared Zones

5.1 Meal and break areas

Each zone must be allocated a separate break area.

	Zone 1 will use Training room 1 for all breaks
	Zone 2 will use Training room 2 for all breaks
	Zone 3 will use current lunch room
	Zone 4 will use Admin lunch area

5.2 Administration Areas

Access to Administration areas from operational staff must be restricted. Use the signage and instruction described in section 6.1 of this document to customise your access and alternatives to staff.

5.3 Smoking areas

Option a: All existing smoking huts and designated areas will be closed and should be taped off for the duration of this zoning period. Smokers must not congregate in public spaces with employees that are not in the same allocated zone.

Option b: If there is available space and need to do so zoned areas can be set up and signposted to provide segregated smoking areas. All areas must be in a safe place and not within 10metres of outdoor common areas or access doors to the facility.

5.4 Parking Areas

Employees must not congregate and socialise in the parking areas, all staff must precede directly to their allocated zone.

If practical you may consider applying the zoning principles and temporary signage to your parking bays.

5.5 First Aid

Access to first aid rooms must be restricted to designated first aid officers. In the event of a minor injury on the floor the designated first aid officer must attend to the injury in the zone. A designated first aid officer and first aid kit must be made available in each zone.

It may not be practical to assign a HSR to each zone, you must ensure that consultation continues to occur with the HSR.

5.6 Toilets

Where possible / practical maintain zoning across toilet facilities, if not possible ensure everyone is aware and practicing good hygiene.

6 Managing access to shared equipment

6.1 Cleaning shared scanners

A designated all zone access person(s) should be assigned to manage the distribution and return of scanners to the charging bays we will call this person a “**scanner distributor**”. In each zone one employee will be allocated the role of “**scanner cleaner**”.

Prior to the commencement of each shift, scanners required for each zone are to be collected and placed on a table in each zone by the **scanner distributor**. They will also place alcohol wipes/cleaning kit on each table.

All mail officers will return scanners to the table prior to departing the facility.

On the completion of the working shift the allocated **scanner cleaner** in each zone will place the cleaning in process sign on the scanner table and follow the scanner cleaning process that is provided in the signage pack in [section 6](#) of this document. On completion of cleaning the **scanner cleaner** will flip the cleaning in progress sign to show cleaning complete sign.

Once the scanners have been sanitised the **scanner distributor** will return the scanners to the charging cabinets.

6.2 Cleaning shared LSE and Red Vans, and shuttle service.

Cleaning of key touchpoints on Shared LSE and Red Vans (hand holds seatbelt, steering wheel etc.) must take place at change over, start of or end of shift.

The facility is to provide cleaning kits that include gloves, wipes, and disinfectant and allocate a responsible resource and cleaning schedule for this to take place.

Where there is a requirement to do a pre use or departure checks no pens are to be left with or attached to the checklists and drivers must use their own pens.

7 Entering and exiting facility

7.1 Facility entry

All inwards security scanning has been temporarily suspended. On entry employees are to precede directly to their allocated zone.

7.2 Facility exit

Employees are to maintain social distancing i.e more than 1.5m away from people at all times, focus upon Hand hygiene, and minimise/avoid surface contact.

7.3 Getting to and from your allocated zone

Each facility is different and the security team will work with you to identify doors that can be left open to reduce surface contact or find alternate safe and secure entry and exit points for your facility and zones. Contact the security team directly at NOCC@startrack.com.au

7.4 Evacuation meeting points

In the event of an evacuation you will need to maintain zoning if the evacuation is in response to a positive Covid-19 infection.

8 Zoning signage pack and instructions

The Zoning guidelines pack provides some general signage to allow you to quickly implement the zoning principles in your facility. All signage has been sized to print on a standard A3 printer.

When placing signage **removable mounting tape, clips or cable ties** must be used to ensure our facility and or equipment is not damaged when this temporary signage is removed.

8.1 Administration offices and entry foyers



Use this sign to provide instructions to people entering the building for deliveries or visitors. Use the white space to add instructions as per the latest corporate FAQs on the Coronavirus that are available on Isaac.

This signage can also be used to restrict access to administrative areas where operational staff may occasionally seek support or assistance. Please use the white space to add your site or area specific instructions on how staff should contact people in the administrative areas e.g. telephone, alternate sources of information, intercom.

8.2 Operational zones

These signs are to be used to identify the borders of each operational work zone. Borders should be clearly marked with the use of bollards and reflective barrier tape. Do not use equipment such as ULD's or Roll Containers to create borders. These signs can be clipped to the bollard and or barrier tape and placed on surfaces within the zone.

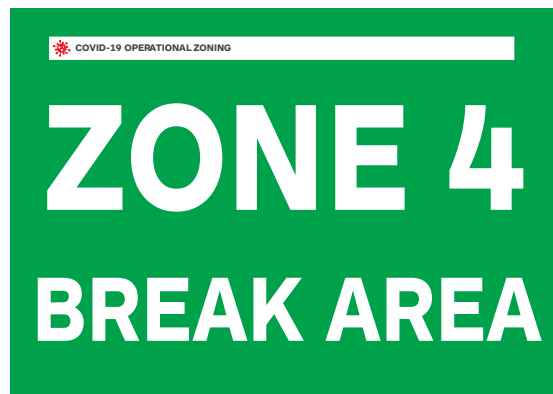
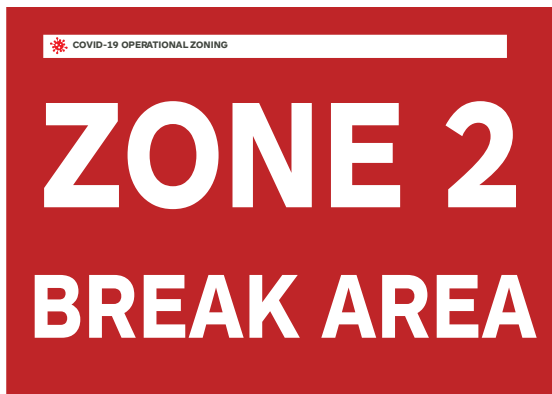
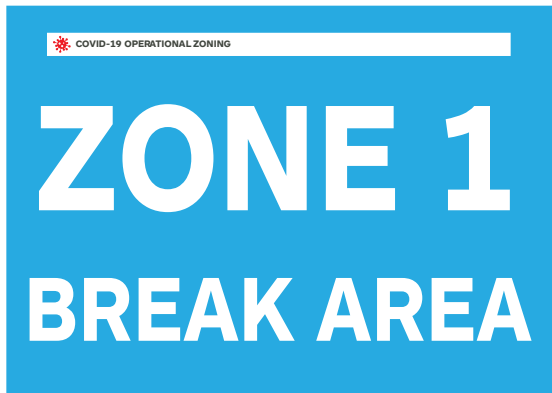




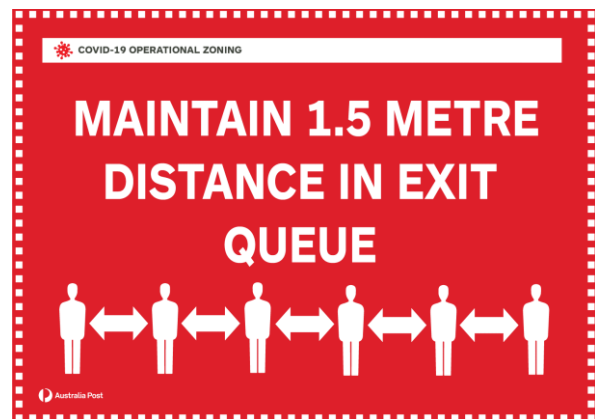
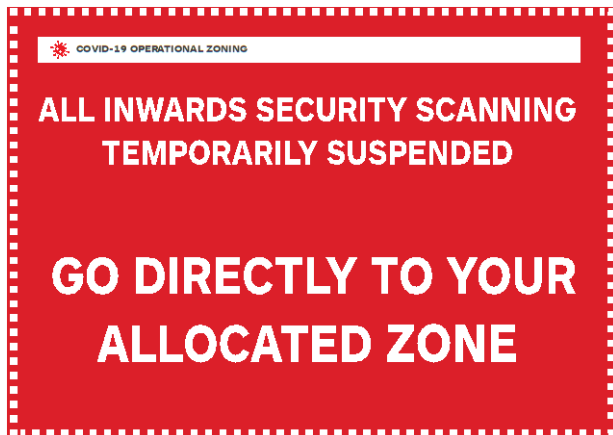
At the junction between boarders, on the designated walkways and LSE pathways, place the zone border signage. Ensure that the zone border signage is visible from all directions of travel

8.3 Operational break out and bathroom facility zones

These signs are to be used to identify the break areas and bathrooms for each operational zone.



8.4 Entry AND Exit Zones

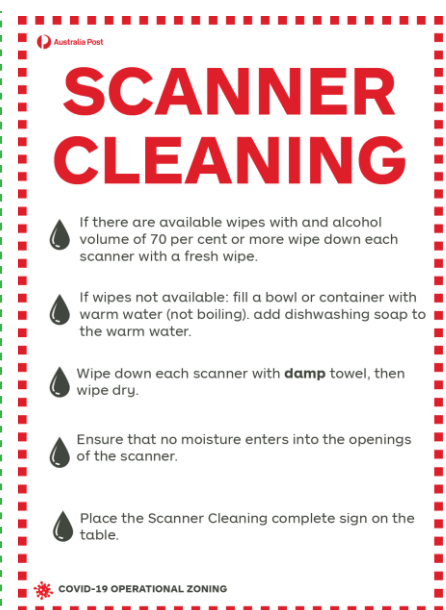


8.5 Zone scanner cleaning stations/tables

FRONT



BACK



8.6 Shared area/congregation area closure

To be used in the event there is a shared area such as an outdoor or smoking hut where people from multiple zones can congregate



8.7 General signage for social distancing and good hygiene

To be placed throughout the facility as appropriate to reinforce government recommendations

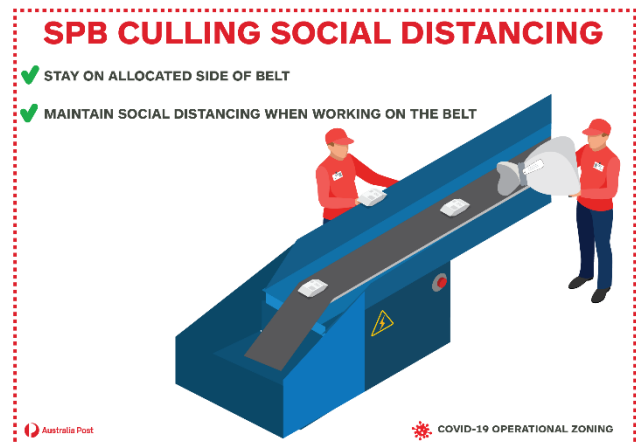
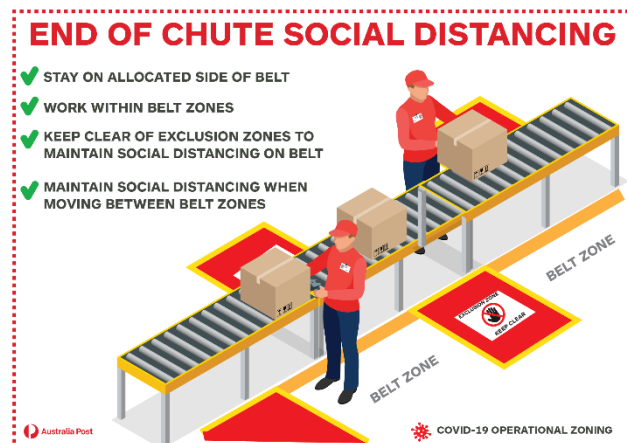
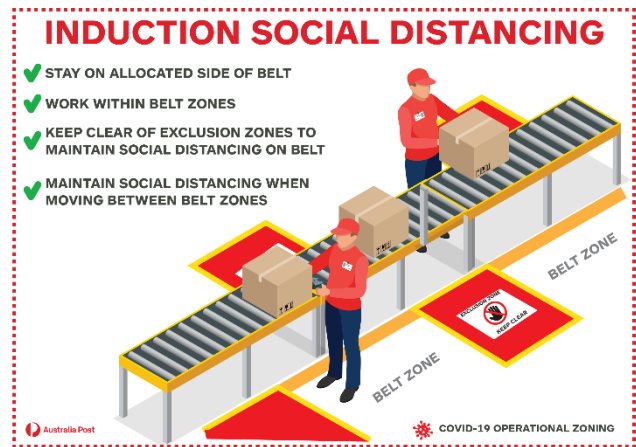
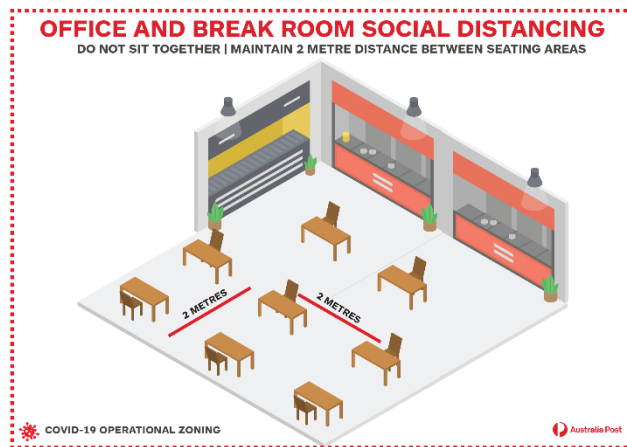


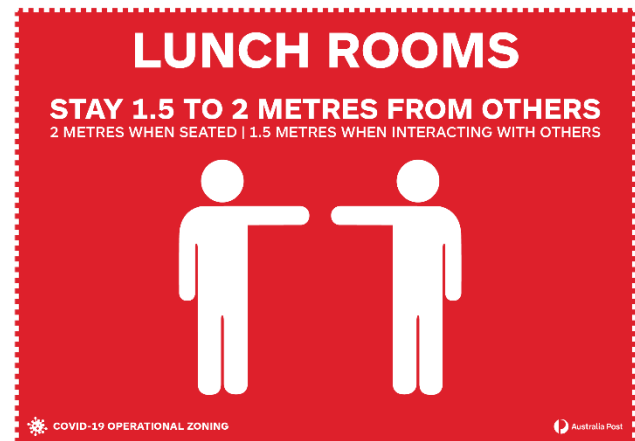
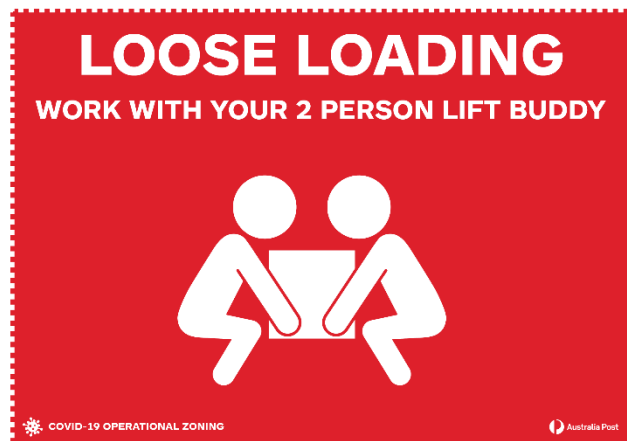
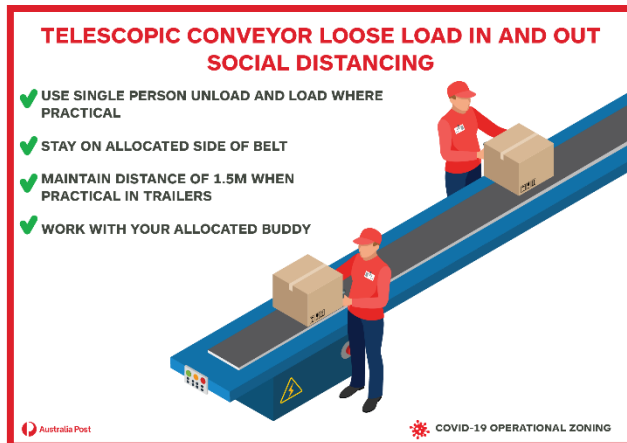
Classification: INTERNAL

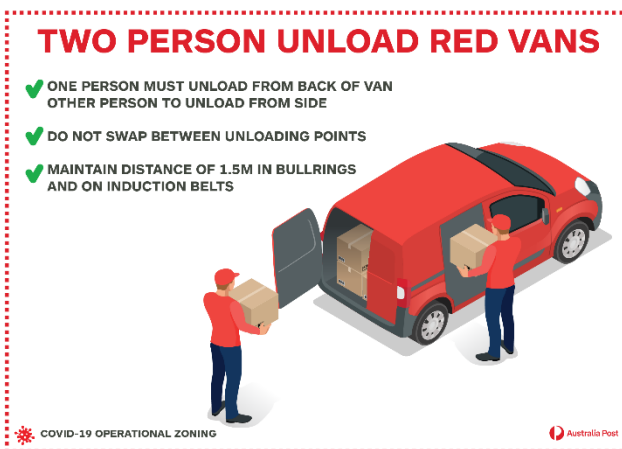


8.8 Role specific social distancing and good hygiene

To be placed throughout the facility as appropriate to reinforce government recommendations







On floor reminders



Thank you for looking after yourself and your colleagues



Be social, at a distance



Wash or sanitise your hands frequently



Avoid touching your eyes, nose and mouth



Wipe your desk and equipment before use



Stay home if you are unwell



Seek support for you or your family on 1300 OUREAP (1300 687 327)

For suspected COVID19 cases, contact:
1800 757 488

Floors all have sanitisation stations as entries and shared spaces

Signage and Cleaning Schedules.



COMMON AREA CLEANING

Common area cleaning remains a continued focus for Brookfield. They will continue to implement increased frequency sanitisation cleaning of high touch point areas of the property. High touch point areas include bathrooms, main lobby, end of trip facilities and lifts where additional focus is provided to door handles, furniture, internal and external handrails and amenities, access control systems, bench tops and buttons etc.



SANITISATION PROCEDURES IN PLACE

Alcohol based hand sanitiser stations are currently in place at main entry points and near the lift lobbies. Please use these at your convenience.

**You stack it
We'll unpack it**



Reducing touchpoints, higher frequency cleaning and access to wipes

A message from Sue



March 18, 2021

This email was sent to office-based staff and all people leaders nationally.

Hi Elly,

Since we first reopened our offices last year, I have been pleased to see increasing numbers of people again experiencing face-to-face interactions and enjoying the shared sense of community, connection and collaboration that are cornerstones of our culture.

If you haven't yet experienced it, now is an ideal time to begin to return to working collaboratively alongside your colleagues and re-establishing social bonds again in the office.

We're ready to welcome you

We are already seeing more teams returning to our offices, with many commenting on the positive energy and buzz they are feeling from seeing others in person.

I was so proud of the way our office-based teams adapted to working from home and found new ways to continue to deliver their work effectively, yet we know there are benefits to being in the office that can't be replicated at home. This includes connecting with team members, collaborating in a more personal way, feeling connected to our brand and business, and accessing all our great workplace spaces, tools and technology.

I know that changing your routine can bring with it challenges, especially for those that haven't worked from one of our offices in a long time. I encourage you to consult with your colleagues and plan your visits to the office as a group, so you can reunite and make the most of being together.

By coming into the office, not only do you get to see your colleagues, but you also have the opportunity to support the community of small businesses such as cafes and retail outlets that have missed your patronage over the past year.

A message from Rod



This message has been sent to Victorian employees and all people leaders nationally

February 26, 2021

Dear Elly,

The Victorian Government announced earlier today that restrictions in the state will relax from 11:59pm tonight following a reduction in exposure risk and low community transmission of COVID-19.

As restrictions ease and masks are no longer required, we strongly encourage you to spend more time in our offices and once again enjoy the benefits of face-to-face collaboration and team interaction. In addition, we encourage you to support the small local businesses in the CBD who have been struggling. Their doors are open and their staff are looking forward to welcoming you back.

Masks no longer required within offices

From midnight tonight, wearing a face mask will only be mandatory on public transport, in rideshare vehicles and taxis, in sensitive settings such as aged care facilities – and in some larger retail settings including indoor shopping centres, supermarkets, department stores and indoor markets.

The new guidance means our people are no longer required to wear a face mask in most of our workplaces, including facilities and offices.

While masks will no longer be mandated in most circumstances, you should continue to carry a mask with you and wear it when you can't keep 1.5 metres distance from other people.

Office capacity limits increased

Victorian office buildings will be able to open to 75 per cent capacity and from Monday, all floors in our Bourke Street and Lonsdale Street offices will reopen. This means you will be able to return to working from your usual floor when in the office. As a reminder, please ensure that you swipe your access pass as you move about the building, as this will enable us to trace movement

Covid Controls Plan Template.

© 2019 Australia Post

Control Re-instatement Task and priority list.

Plan for any building closure in the event of a COVID infection re-occurrence.

Stream	Commercial Site Re-instatement Checklist	Owner		Levels ?		Relevant To site	Status	
				Status	Details			
							Not Actioned	
WS	Operations / Infrastructure						Not Actioned	
	A/C De-activated on applicable floors	Neil		Not Act	WA	Occupancy planning		Not Actioned
	All Lift operation revised.	Neil		Not Act		Teams with Exception addressed	Alex	Not Actioned
	Lighting de-activated	Neil		Not Act		Plans of all open and closed floors and teams shared with Workplace Team	Alex	Not Actioned
	Entrance Doors Closed - Brookfield	Neil		Not Act		BU Rep Meeting	Alex	Not Actioned
	Have lifts been isolated from accessing closed floors where possible	Neil		Not Act		Clear direction to WP Team for Daily Walkthroughs and Roster	Alex	Not Actioned
	For assets that need people working within them, are floor plans provided to direct people to the correct working location	Andrew/Rosie		Not Act		Comms to all teams if required	Alex	Not Actioned
	Is hand sanitizer available at lift entrances & amenities	Andrew/Rosie		Comp				
	Turn off Printers	Andrew/Rosie		In Prog	PM	Sub-Tenants		
	Turn off Meeting Room Screens	Andrew/Rosie		In Prog		Meeting with Sub tenants	Belinda Cen	Not Actioned
	Tape off Staircases?	Andrew/Rosie		N /		Comms to Sub tenants	Belinda Cen	Not Actioned
	Turn off Coffee Machines	Andrew/Rosie		Comp		Brookfield to shut off services to Subtenant floors where applicable.	Belinda Cen	Not Actioned
	Cancel Milk order	Andrew/Rosie		In Prog				Not Actioned
	Turn off Zip units	Andrew/Rosie		In Prog	GS	Group Security to manage/confirm		Not Actioned
	Stop Newspaper deliveries	Andrew/Rosie		N /		All Access passes De-activated	Sandeep/Andrew	Complete
	Close Operable walls - meeting rooms closest to kitchen	Andrew/Rosie		Comp				Not Actioned
					WS	Reception		Not Actioned
						New Scripting and messaging consistent with Comms?	Rosie/GSA	Not Actioned
								Not Actioned
					Comms	Communications/Change		Not Actioned
						Mask signage placed	Rosie/Andrew	Not Actioned
						All COVID signage in place	Rosie/Andrew	Not Actioned
								Not Actioned
								Not Actioned
WA	Occupancy planning						Not Actioned	

Self-assessment for risk of coronavirus (COVID-19) Issue Date 6 July 2022



Have you been diagnosed with COVID-19?

YES



Do not attend work

- Contact your Manager. Requirements vary as to when you can leave isolation and return to work.
- Follow any directions provided by the relevant Health Authority as to testing, self-isolation and your return to work

If you are already at work:

Leave site immediately and contact your manager.

▼ **NO**



Have you been in contact with someone who is suspected or confirmed to have COVID-19?



Have you: been living in the same house as a confirmed case or visited their house for more than 4 hours during their infectious period?

YES



For close contacts

You can attend work but may have to follow additional public health directions, including wearing a mask when outside the home, and regular Rapid Antigen Testing

You must let your manager know you are a close contact and comply with any APG directives when attending work

For symptoms

You should take a Rapid Antigen Test as soon as possible.

If the result is negative but symptoms persist, you should remain home until you are well. You may wish to get a PCR test or seek medical advice.

▼ **NO**



Are you experiencing common COVID-19 symptoms* such as fever or history of fever, coughing, sore throat or shortness of breath or other symptoms.

YES



▼ **NO**

You DO NOT need to self-isolate

If you are unwell with any other illness, please do not attend work and your doctor will assess and manage you in the normal way.

Additional information

*Common COVID-19 symptoms are: fever or history of fever, coughing, sore throat and shortness of breath. Other reported symptoms include: fatigue, loss of smell, loss of taste, runny nose, muscle pain, joint pain, diarrhoea, nausea/vomiting, loss of appetite.

This notice is current as at 6 July 2022. Information about the COVID-19 situation is constantly being updated. Refer to [health.gov.au](https://www.health.gov.au) or State/Territory Dept. of Health website for the most up to date information.

If you test positive for COVID-19

Follow your GP and health authority's directions about self-isolating.

Returning to work: Self-Isolation

If you were required to self-isolate because you were a confirmed case of COVID-19, before returning to work, you must have completed the minimum isolation period required by health authorities in your state, and you must be well.

You must contact your manager prior to returning, so they can arrange suitable work, and confirm you are able to return.

What to do next:

People Leaders, if your team member has answered yes and is at work or has had symptoms in the last 48 hours whilst at work, refer to the Manager Guide.

COVID-19 HOTLINE NUMBERS

NSW/ACT	1800 020 080 (National hotline)	SA	1300 232 272
VIC	1800 675 398	NT	1800 020 080
QLD	13 43 25 84	TAS	1800 671 738
		WA	1800 020 080

Manager Guide: Managing COVID-19 Cases and Exposures Guide. Issue Date 6 July 2022

Use self-assessment guide - has the person been confirmed to have COVID-19, or is displaying COVID-19 symptoms?

NO

If the person is unwell, but not with COVID-19 symptoms, direct them to go or stay home until they are well. No further action required.

▼ YES

Ask the employee and note:

- If you have symptoms, when did they start?
- Have you been confirmed to have COVID-19? If so, what type of test did you take (PCR or RAT) and when? When did you receive your result?
- If you have been in the same household or setting with a confirmed case during their infectious period: who, when, where and for how long?
- In the time since you were confirmed to have COVID-19; or in the 48 hours before your symptoms started (or you had a test if you do not have symptoms)
- Were you at work onsite - confirm worksite details, including zones if applicable.
- Who is your emergency contact and their details?

▼ YES

Advise the employee:

- If they are not yet confirmed to have COVID-19, they may need to get tested and self-isolate.
- The health authority will advise their period of isolation.
- To tell you of any test results for themselves.

If the person is confirmed to have COVID-19 or is a close/household contact, report it using the **COVID-19 Incident Management** form in the Australia Post COVID-19 Safety Record.

APG has a range of support materials and FAQs available at <https://ourpost.com.au/people-resources/corona-virus-updates>. If you have further questions after reviewing this information, contact your safety partner.

Follow up with employee to check on their welfare and obtain results of any COVID-19 test.

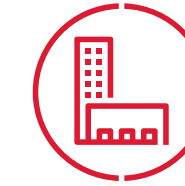
If the person notifies you whilst at work, take the following precautions:



ensure you and the person are both wearing a face mask



maintain 1.5m distance



ensure the person leaves site quickly and avoids others (collect belongings for them if necessary). Ensure they can return home or travel to a testing site safely eg not via public transport



conduct questioning via telephone

COVID-19 Confirmed Case & Close Contact Response Process

Phase 1: Immediate Response

COVID-19 Manager Self-Assessment Process

Step 1 Notification of potential COVID case

Team member becomes a confirmed case & notifies manager.



Step 2 Manager Immediate Response

Manager immediately:
Advises team member to self-isolate & confirms the team member has received a positive COVID-19 test result



Step 3 Manager Assessment process

Manager collects information required to submit a COVID-19 Incident Report

Manager Collects

- Type of test taken (PCR/RAT)
- Date of test
- Date test results received
- Date symptoms started (if any)
- Last day at work (onsite)
- General welfare check in

Resources

COVID-19 Incident report:

https://apccm.donesafe.com/module_records/new?module_name_id=37

COVID-19 resources including FAQ's:

<https://ourpost.com.au/people-resources/corona-virus-updates?fm=search-organic:covid:6>

COVID-19 Manager Self-Assessment Process (cont)

Step 4 Manager Notify Safety Team

Manager collects information required to submit a COVID-19 incident report.

- Type of test (PCR/RAT)
- Date of test
- Date test results received
- Date symptoms started (if any)
- Last day at work (onsite)
- General Welfare check

For close (household) contacts:

- Submit a COVID-19 incident report
- Ensure team member complies with local public health requirements, which may include wearing masks at work and regular Rapid Antigen Testing.

Safety & Workplace Risk Assessment

Step 1 Staff Briefing

Use local briefing process to notify team members that there has been an infectious person on site. Do not provide personal details, only a high-level briefing is required.

Phase 2: Monitoring & Support

Monitoring & Support

Step 1 Continued support

Continue to support your team member until they have completed their isolation period, and ensure they are well prior to returning to work.



Rapid Antigen Testing Procedure

1. Purpose

The purpose of this procedure is to detail the requirements for Rapid Antigen Testing (RAT) as directed by Australia Post Group (APG). RAT will be conducted in accordance with or in addition to any existing requirements that might apply under health orders issued by State Governments, such as vaccination or routine COVID-19 testing.

2. Scope

This procedure applies to APG workers, including contractors and casual employees, who have been directed by APG to undertake RAT. It also applies to visitors where RAT is implemented as a condition of entry to site. Workers or visitors will self-administer rapid antigen tests which may be conducted either under the supervision of an experienced health professional from selected APG partner health care providers or without supervision. The RAT process may occur onsite or offsite. APG will determine the nature of the RAT process and direct workers and visitors accordingly. Note; this process does not apply to polymerase chain reaction (PCR) testing.

3. Supervised Testing Process

Workers or visitors may be required to download an appropriate application to their device to enable the RAT process, for example, the Navify Pass application, and complete the registration process.

Onsite Pre-testing set up

Action	Who
a) Assess and implement a Floor Traffic Management Plan (FTMP) in conjunction with Facility Covid Zoning	Site management and Deliveries Safety
b) Implement sufficient and prominent QR code facilities access where required	
c) Ensure adequate personnel are allocated to manage FTMP and QR coding flows and issues	
d) Ensure a clear point of contact is available for the rapid antigen testing professional when arriving and when onsite	

Testing process

Note: Supervised RAT is performed by a person on themselves under the supervision of a trained medical professional. The supervised testing process procedure is owned and implemented by the provider.

Action	Who
a) Workers/visitors are to check in using the dedicated QR codes prior to testing where required	Worker/visitor, AP RAT Supervisor, Health professional
b) Workers/visitors provide details to the RAT supervisor – name, phone number and suburb of your place of residence. <i>Workers can show a copy of their drivers' license and use their hand to cover the actual street address.</i>	

c) Workers/visitors are to have the App open and ready so that the QR code can be scanned.	
d) Health Professional to assist worker/visitor in how to self-administer the test and where to return it	
e) Worker/visitor will need to return directly to their vehicle or dedicated waiting area and remain there until a result is received. They must physically distance from others during this time.	
f) Worker/visitor Electronic proof of negative result will be provided to them via the App, or if the App isn't available, by text message.	

Invalid RAT result

Action	Who
a) If a worker/visitor's test result is invalid or inconclusive, the worker is required to return to the testing tent and get another kit, following the above process again.	Worker/visitor

Negative RAT result

Action	Who
b) If a worker/visitor's test result is negative for COVID-19, they can show negative result to AP RAT supervisor then proceed promptly to site.	Worker/visitor
c) Worker/visitor to check out (where available) of RAT station and check into facility as per normal Covid-19 protocols.	

Positive RAT result

Action	Who
a) Collect additional details from Positive person while maintaining social distance (e.g. person stays in their vehicle). Include where the person last worked, dates, result of last PCR or RAT test and this positive result.	Worker/visitor, AP RAT Supervisor, Health professional, Deliveries Safety,
b) Positive person to be directed to go for PCR test at nearest government site or if available on current site, conduct rapid PCR test.	
c) RAT Supervisor to notify site manager of the positive RAT result	
d) Manager and RAT Supervisor to determine who was tested immediately either side of the Positive person and if required, ask them to leave site until a PCR test is confirmed as they could be contacts.	
e) If at a facility where SmartBadges are in use, site representative to commence collecting relevant data if the person has a SmartBadge	
f) If a positive PCR test is subsequently received, manager to call a senior safety team member for further direction and apply confirmed Covid-19 case protocols	
g) Other than as indicated above, no other workers/visitors are required to isolate and no additional cleaning is required prior to a confirmed positive PCR test.	

Note: positive RATs do need to be notified to respective Departments of Health.

4. Unsupervised Testing Process

Testing process

Note: Unsupervised RAT is performed by a person on themselves. It will often occur off APG premises, but may be conducted anywhere that is appropriate for the testing process.

Action	Who
a) Team Member/visitors if available may be required to download an appropriate application to their device to enable the RAT process, for example, the Navify Pass application, and complete the registration process.	Team member/visitors
b) Team Member/visitor to familiarise themselves with instructions on how to self-administer the test by written instructions provided	
c) If in an area with other people, team member/visitor will need to find an isolated space to conduct the test and remain there until a result is received. Worker/visitor not to enter site prior to RAT.	
d) Worker/visitor to perform RAT on themselves in accordance with the instructions where the site has implemented mandatory RAT testing as a condition of entry.	
e) The team member/visitor should take a photo of the negative result to display to the APG supervisor.	
f) Test kits can be disposed of in a sealed plastic bag, such as a zip lock plastic bag and disposed in normal lined rubbish bins.	

Invalid RAT result

Action	Who
a) If a worker/visitor's test result is invalid or inconclusive, the worker is required to conduct another test, following the above process again.	Team member/visitor

Negative RAT result

Action	Who
a) If a worker/visitor's test result is negative for COVID-19, they can show negative result (via App or photo) to APG supervisor and then enter site.	Team member/visitor, Supervisor

Positive RAT result

Action	Who
a) If a workers/visitor's test result is positive, they should remain isolated and immediately call their supervisor or APG contact.	Team member
b) Supervisor/APG contact to collect additional details from Positive person via phone to remain isolated. Include where the person last worked or any APG sites the visitor attended and dates.	Team member, APG Supervisor, Deliveries Safety,
c) Supervisor/contact to notify site manager of the positive RAT result	
d) Manager to enter the details of the positive COVID-19 case into the COVID-19 Incident Report: https://apccm.donesafe.com/module_records/new?module_name_id=37	

5. When RAT may be used

RAT may be utilised:

- where required by the relevant health department
- as an additional control to enable precautionary or routine COVID-19 testing of our workers
- as a condition of entry to our sites
- as directed by Australia Post as a risk assessment tool

RAT cannot be utilised:

- where a person has COVID-19 symptoms, they should be immediately directed to leave site, undertake a PCR or RAT test and isolate
- as a substitute for PCR testing when it is required by the relevant health department

RAT may be used in addition to PCR testing in certain circumstances to determine exposure risk quickly, but it cannot be used as a substitute for PCR testing when it is required by the relevant health department. For example, if there has been a COVID exposure and a contact must be tested and isolate, a RAT is not a substitute for a PCR test. Conducting a RAT in this circumstance may enable our workers and the business to quickly obtain a preliminary RAT result to give them some comfort and to allow the business to understand the potential exposure risk quickly, but the person must also immediately obtain a PCR test and isolate until they are cleared to return to work in accordance with their contact status requirements.

References

- Please consult your relevant State Government Health website for up-to-date RAT guidance and information.
- State Government requirements in relation to RAT will take precedence over this procedure to the extent of any inconsistency.

Related documents

- Appendix 1. Australia Post Group Rapid Antigen Testing Process Quick Reference Guide
- Appendix 2. SIB Covid Controls Update

Document Administration

Document Approver	Head of Group Safety, Wellbeing & Governance
Document owner	Head of Group Safety, Wellbeing & Governance
Document Author	Group Safety
Document approval date	December 2021
Review date	2023
Classification	Internal Document

Face Coverings (Covid-19)

Purpose

To provide an overarching core document that outlines the critical controls pertaining to use of face coverings to limit exposure to coronavirus where recommended or mandated by the relevant health authority.

Scope

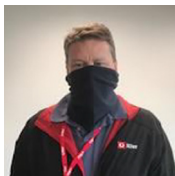
All Australia Post Corporation workers.

CRITICAL CONTROLS

The following guidelines are to be followed when the advice of the relevant government health authority is for people to wear a face covering to limit exposure to coronavirus. The use of face coverings does not replace the other critical preventive measures set out here.

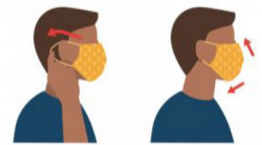
Preventative measures in the workplace to Covid-19 include:

- Do not come to work if you are sick;
- Workers always maintain physical distancing (a minimum of 1.5 meters)
- Performing frequent hand hygiene with an alcohol base hand sanitiser (where available) or with soap and water for a minimum of 20 seconds;
- Workers avoid touching their eyes, nose and mouth;
- Workers practice respiratory hygiene by coughing or sneezing into their bent elbow or tissue and then immediately disposing of the tissue;
- Workers voluntarily or in line with health authority directions wearing a cloth mask that is their own and has been brought into the workplace by the worker, or an Australia Post issued face covering;
- A face covering needs to cover both your nose and mouth;
- If a face mask is not available other forms of face coverings may be used such as a neck warmer, bandana or similar or a helmet visor that covers all of the face from forehead to below the chin and the side of the face (short visor is not acceptable).



When a worker wears a cloth face mask, the worker should:

- Wash their hands with soapy water or hand sanitiser before putting on the face mask;
- Ensure the cloth mask covers the nose & mouth and fits snugly under the chin, over the bridge of the nose & against the sides of the face;
- Always put glasses on after the face mask;
- Avoid regularly adjusting the cloth mask, or touching the front of the mask while it is on or when removing it as any droplets on the cloth mask can transmit to their hands;
- Immediately wash your hands if the mask is accidentally touched whilst wearing;
- Take the cloth mask off carefully by using the straps behind your head or stretch the ear loops and wash your hands immediately after removing the mask;
- To store or transport carefully fold the cloth face mask, so the front of the cloth mask is folded inward and against itself. Wrap the cloth face mask in clean paper towel or place the mask in a clean paper bag or zip lock bag;
- Anytime you touch, remove or dispose of a cloth face mask perform hand hygiene;



- Face masks can be removed in the lunch room when eating or drinking, and should be worn at all other times;
- Cloth face masks should be routinely changed after every day of use or if they are wet or soiled;
- Responsibly dispose of cloth face mask in a rubbish bin. Do not leave used masks lying around;
- If workers are using their own reusable cloth face mask, the cloth face mask should be washed by hand or in the washing machine with regular laundry detergent in hot water after use.

When a worker wears other forms of face coverings, the worker should:

- Wash their hands with soapy water or hand sanitiser before putting on the face covering;
- If wearing a neck warmer or similar, always ensure it is pulled up to cover your nose and mouth;

- If wearing a helmet, ensure the visor covers all of the face from the forehead to below the chin and the side of the face;
- Avoid touching the front of the neck warmer or helmet visor whilst it is on or when removing it;
- Neck warmers should be routinely changed after every day of use and washed by hand or in the washing machine with regular laundry detergent in hot water;
- Helmet visor should be cleaned with mild soap and warm water and pat it dry with paper towel;
- Anytime you touch or remove your face cover perform hand hygiene;
- Always carry a face mask with you.

HAZARDS

- Biological
- GeneralCaution

Covid-19 Cleaning Protocols

Australia Post together with our cleaning vendors have developed new cleaning protocols to hygienically clean our workplaces.

These protocols included upgrading the chemicals used in our daily cleaning to products effective against the Covid-19 virus

Cleaning Protocols – Delivered by Group Property

- * Day to day low risk cleaning
- * Preventative high touch point cleaning
- * Covid -19 Infectious control clean

Day to day cleaning – Agreed enterprise wide standard scopes for cleaning services delivered to workplaces where cleaning chemicals utilised across the portfolios have been upgraded to products deemed effective against the Covid-19 virus.

Preventative High Touch point cleaning (HTP) – Previously introduced service over and above Day to Day cleaning scope, to clean frequently touched surfaces to reduce risk of transmission / contamination.

HTP will only be used in high risk environments as required. Additional HTP may be used following a confirmed Covid-19 case in the workplace in accordance with health department guidelines.

Covid-19 infectious control cleaning – Deep cleaning of a workplace implemented when directed by the relevant health department or as determined based on a risk assessment.

Day to day Low Risk cleaning - operational cleaning of workplaces to the agreed service scope using hospital grade disinfectant which is effective against Covid-19

Low risk cleaning of work areas including customer counter space, terminals, and 'own work areas' to be completed by site staff.



Indoor Air Quality (IAQ)

Group Property have completed an Indoor Air Quality (IAQ) assessment across 61 different spaces at 16 sample sites representative of the national property portfolio, to determine any IAQ risks. These assessments have provided us with the data to develop a mitigation strategy and appropriate measures associated with COVID-19 transmission reduction within our facilities.

Air Quality indicators can highlight COVID-19 transmission risk levels, considering transmission supporting activities and space densities over time.

The assessments confirmed which spaces had adequate IAQ and helped highlight potential areas of heightened risk within our facilities, including areas for potential high occupancy density levels and/or reduced fresh air circulation due to air conditioning equipment limitations.


Where heightened risk was identified, Australia Post will implement several changes to improve IAQ in high risk spaces at our facilities, which may include:

- HEPA Air Purification unit installations in locations where fresh air may be limited, or to supplement existing ventilation systems.
- Increasing the fresh air intake in our existing air ventilation systems where possible; or
- Improving fresh air ventilation through open doors and windows.

All-In-One Solution.

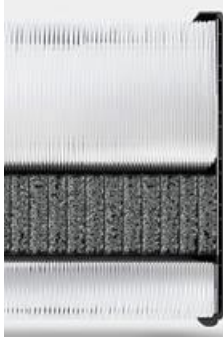
Powered by Swiss-engineered Allrounder HEPA filter technology, the aair 3-in-1 Pro comes with multiple layers, essentially putting the power of 3 air purifiers in one.













swiss  made
air purifiers

True HEPA Filtration.

With 3 layers of filtration, the aair 3-in-1 Pro removes **99.95%** indoor air pollutants as small as .1 microns. Solution for **asthma, allergies, odors, mold, bacteria and viruses, and more.**



Removes:

 Dust	 Bacteria and Viruses	 Oil Droplets
 Pet Dander	 Mold	 Pollen
 Smoke	 Particulates	 Ozone
 Gas	 Odor	 Paint Smells

Address:
Group Property
Level 20, 111 Bourke Street
Melbourne, VIC, 3000

Contact:
T 03 9103 7139
F 00 0000 0000
E info@auspost.com.au