

COVID Safe plan

Our COVID Safe Plan (version 1)

Business name:	The District Docklands	
Site location:	The District Docklands, 440 Docklands Drive, Docklands Centre Management Office, Level 1, 122 Studio Lane, Docklands	
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Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
<p>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</p>	<p>Centre Management Office</p> <ul style="list-style-type: none"> • Hand sanitisers (x2) located in CMO entry, at Reception and is recommended to sanitise on arrival and departure. • Sanitiser and disinfectant wipes provided at Registration and Temperature testing station (for hands and to clean handle of thermometer) • Hand sanitiser bottle provided at each work station • No shared workstations or hot desking permitted • Desk layout allows physical distancing • Rubbish bins provided at each workstation • Bins are emptied by qualified cleaning company • Adequate supply of soap, water and paper towel provided for Centre Management and washroom facilities. • Posters visible throughout office on hand washing and good hygiene. • Adequate supplies and refills of hand soap and sanitiser available. <p>Centre Operations</p> <ul style="list-style-type: none"> • Hand Sanitiser stations are located at all entries, near all touch screen directories and on level 1 in various locations. • Hand sanitiser units also located at Market Lane entrances and near escalator. • 26 hand sanitiser stations installed by start of June. • Rubbish bins for disposal of all rubbish located in workplace and various point around facility. • Appropriate signage for hand washing and use of hand sanitizer at relevant locations around facility. • Supplies of paper towels can be found at each hand wash location with spare stock located at CMO. Hand soap in public toilets.
<p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p>	<ul style="list-style-type: none"> • CMO Air conditioning adjusted to promote airflow. • Centre - any closed rooms with no natural ventilation A/C is to be turned on to circulate air where possible.
<p>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</p>	<ul style="list-style-type: none"> • Employees, contractors, sub-contractors, visitors or any other guests provided with Face masks and gloves upon arrival. • Masks and gloves distributed to each employee. • Face masks and gloves available upon arrival from CMO Reception. • Monitoring use of face coverings for all employees, unless a lawful exception applies. • Disposable PPE should be treated as potentially infectious material and disposed of in bins with closed lid only. • All contractors and sub-contractors to continue to follow all pre-establish PPE guidelines for work attire i.e. durable work clothing, no loose items of clothing, steel cap boots, gloves as required.

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<p>Centre Management Office</p> <ul style="list-style-type: none"> • Reinforcing the importance of not attending work if unwell • Communications sent to employees confirming compulsory requirement to wear face coverings/masks, providing relevant information. • Educating staff on hand and cough hygiene, including how to wash and sanitise their hands correctly. • How to hand wash provided in Temperature Screening Guidelines (appendix 2) which has been circulated to employees. • Posters visible throughout office as friendly reminders on hand washing and good hygiene. • Employees informed of COVIDSafe contact tracing app and encouraged to download. • Staff informed and reminded of Practising good hygiene. <p>Centre Operations</p> <ul style="list-style-type: none"> • Ensure contractors read relevant information for face mask use and disposal, Covid Safety at Work, Infection prevention and control. • Toolbox meeting arranged to discuss specifics on hygiene practices, cleaning in the workplace, how to deal with sickness, and all other relevant Covid related issues in the workplace.
<p>Replace high-touch communal items with alternatives.</p>	<p>Centre Management Office</p> <ul style="list-style-type: none"> • Cleaners clean Centre Management pre-trade Monday to Friday and are on call weekends and as required including light switches, door knobs, cupboard handles, touchscreen iPad (at reception) and all surfaces. • CMO staff Toilets on ground floor are cleaned every evening after 6pm and checked throughout the day on rotation when public toilets are refreshed and consumables are replaced. • Requested Cleaners to be proactive and monitor asset during COVID 19 escalation. • Doors within CMO are wedged open to eliminate touching/pushing open where possible. • Cleaners empty each workstation bin. • Coffee pods and single serve sugar sachets provided in kitchen. • Bottles of water available to staff to decrease use water tap and communal glasses. • Employees provided with own equipment such as desk phones, desks, computer/laptops, keyboards and mouse. <p>Centre Operations</p> <ul style="list-style-type: none"> • Personalized workstations used. • All tools to be cleaned with appropriate, approved cleaning products after each use. • Appropriate cleaning products available at shared touch points which require manual operation such as taps etc. • All high-touch areas to be clean before and after each shift. • As of 6/08 Studio Lane public toilets have been closed. • General public toilets next to San Churro and Market Lane remain open and serviced routinely by cleaners between 6am to 8pm. • Clean surfaces with water and/or sanitising chemicals. Viruses are weakened by water and chemical substances – alcohol bases, chlorine, ozone, etc.

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
<p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p>Centre Management Office</p> <ul style="list-style-type: none"> • Cleaners clean Centre Management pre-trade Monday to Friday and are on call weekends and as required including light switches, door knobs, cupboard handles, touchscreen iPad (at reception) and all surfaces. • CMO staff Toilets on ground floor are cleaned every evening after 6pm and checked throughout the day on rotation when public toilets are refreshed and consumables are replaced. <p>Centre Operations</p> <ul style="list-style-type: none"> • Cleaners start and finish each shift cleaning regularly used hard contact surfaces with provided cleaning chemicals. • Cleaners identify and use checklist to clean all surfaces during each of the cleaning cycles. • Cleaners to read information on how to use MSDS chemicals, provided by third party provider and must use appropriate PPE required. • As of 6/08 Studio Lane public toilets have been closed. • General public toilets next to San Churro and Market Lane remain open and serviced routinely by cleaners between 6am to 8pm. • Clean surfaces with water and/or sanitising chemicals. Viruses are weakened by water and chemical substances – alcohol bases, chlorine, ozone, etc.
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p>Centre Management Office</p> <ul style="list-style-type: none"> • Disinfectant wipes provided at each workstation to wipe down individually allocated keyboards, mouse and phone handsets (recommended to clean every time in office). • Disinfectant wipes available and stored on site. • Hand wash available at kitchen sink to clean hands before and after eating • Detergent and multipurpose spray available under kitchen sink to wipe down surfaces straight after use (common areas and desks). • Wash crockery and cutlery in a dishwasher on the highest setting possible. If dishwasher is not available, hand wash in hot soapy water. • Third party cleaning company monitors cleaning chemicals stock levels and provides as required.

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
<p>Ensure that all staff that can work from home, do work from home.</p>	<ul style="list-style-type: none"> • Reduced employees on site with majority working from home. • Identified roles that can be performed from home. • Adapted working arrangements to enable working from home. • Laptops and any other I.T hardware provided to employees to work from home. • Working from home set up station guide distributed to employees. • Working from home forms completed by each employee confirming safe workstation, free from hazards. • Regularly assess staff in attendance at the workplace to determine whether they are required to be there. • Only required staff to be on site at any time. • Monitor workflow for required staff levels daily.
<p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p>	<ul style="list-style-type: none"> • Only essential services and skeleton staff working on site, managing centre on-site requirements including safety, security, maintenance & operations of day to day to keep precinct opened for permitted retail services. • The District Docklands is only one precinct. • Contractors to carry out works on/in TDD structure/facility only.

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.</p>	<p>COVID workplace register</p> <ul style="list-style-type: none"> • Employees, contractors, sub-contractors, visitors or any other guests visiting site are required to fill in contact details on register. <p>Self-Screening Forms</p> <ul style="list-style-type: none"> • Employees, contractors, sub-contractors, visitors or any other guests visiting Centre Management Office are required to fill in COVID Self-screening form. • Form allows employees to confirm that they are displaying no symptoms and are feeling well before starting shift. <p>Temperature Testing</p> <ul style="list-style-type: none"> • Temperature Screening Guidelines implemented and circulated to all employees. • Copy of guidelines available at Centre Management Reception for quick reference. • Employees, contractors, sub-contractors, visitors or any other guests visiting Centre Management Office are subject to mandatory temperature checks. • A non-contact infrared thermometer is used for temperature testing, and temperatures recorded in Temperature screening log (Appendix 4) • Scanner's reading result is within the normal range of body temperature (equal to or less than 37.3°C) then it is considered safe to allow entry. • Temperature reading equal to or >37.4°C shall be subject to further testing after a period of 1 hour. • Temperature reading after 1 hour equal to or >37.4°C will require a further 24hour Isolation. • Temperature reading equal to or >37.4°C for more than 24 continuous hours will be subject to further testing and the site-specific emergency response shall be enacted, and quarantine actioned for a period of 14 days. • In case of visitors or contractors, access to a location will not be allowed if the thermal scanner shows a temperature equal to or higher than 37.4°C. Assistance if required will be provided by an approved site management team. • Workflow for temperature screening (appendix 1). • 14 days self-quarantine guidelines (appendix 3).
<p>Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.</p>	<ul style="list-style-type: none"> • Kitchen communal seating/chairs removed • Majority of staff work in offices (not open plan) • Essential services staff on site only • Social distancing guidelines (1.5m between persons and 1 person per 4 square meters) to be followed at all times.
<p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</p>	<p>All floor markings to be followed at all times. Decals on floor at centre entrances and throughout centre located on:</p> <ul style="list-style-type: none"> • Wharf St • Star Crescent • Star Circus • Studio Lane • Market Lane
<p>Modify the alignment of workstations so that employees do not face one another.</p>	<ul style="list-style-type: none"> • No work stations face each other. • Workstations are adequately spaced from each other • Majority of staff work in offices, not open plan. • Limited number of people in Centre Management Office at any given time.
<p>Minimise the build-up of employees waiting to enter and exit the workplace.</p>	<ul style="list-style-type: none"> • Limited number of people in Centre Management Office at any given time. • Staff/Contractors to use correct entry points to minimize cross over.

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<ul style="list-style-type: none"> • Posters placed around office as friendly reminders on hand washing, good hygiene and keeping distance. <p>Staff informed and educated to:</p> <p>Practise physical distancing</p> <ul style="list-style-type: none"> • Keep 1.5 metres away from others • Avoid physical greetings such as handshaking, hugs and kisses • Practise extra care if you are using public transport • Avoid crowds – if you see a crowded space do not enter • Avoid large public gatherings <p>Avoid non-essential meetings</p> <ul style="list-style-type: none"> • If needed, zoom video conferencing and teleconferencing facilities are available • If needed, hold essential meetings outside in the open air if possible • Postpone large meetings to a later date. <p>Eat lunch at your desk or outside</p> <ul style="list-style-type: none"> • Limit food handling and sharing of food in the workplace • Regularly cleaning and disinfecting surfaces that many people touch • Avoiding non-essential travel. <ul style="list-style-type: none"> • Employees informed of COVIDSafe contact tracing app and encouraged to download.
<p>Review delivery protocols to limit contact between delivery drivers and staff.</p>	<ul style="list-style-type: none"> • Centre Management Reception door locked; controlled entry permitted • Non-essential deliveries cancelled or postponed. • Deliveries no longer require signatory. • Australia Post Parcel Pick up cancelled and no longer available to public. • Employee personal deliveries not permitted to be delivered to work.
<p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p>	<ul style="list-style-type: none"> • Rosters regularly reviewed with only essential services and skeleton staff nominated to work on site. • Majority of employees working from home. • Rosters distributed to all employees.
<p>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘four square metre’ rule.</p>	<ul style="list-style-type: none"> • Posters are displayed in public lifts • Decals on floor at centre entrances and throughout centre located on: <ul style="list-style-type: none"> • Wharf St • Star Crescent • Star Circus • Studio Lane • Market Lane

Guidance	Action to ensure effective record keeping
Record keeping	
<p>Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.</p>	<p>Centre Management Office</p> <ul style="list-style-type: none"> • Implemented and maintain register collecting name and contact details of every person who attends workplace for a period of more than 15 minutes. This includes all workers (including sub-contractors) and any customers, clients or visitors permitted in the workplace (including workplace inspectors). • Employee contact and emergency contact details updated in ESS payroll system. • Employees informed that records are only to be used for tracing COVID-19 infections. <p>Centre</p> <ul style="list-style-type: none"> • There are several beacons around the centre that count customers via their mobile IP addresses • One sensor on perimeter which counts as passer-by (set to a 2-metre radius) but if they then hit the next sensor further in the mall, they are counted as a customer • The District and Market Lane precincts are captured/counted separately Note: This information doesn't allow us to contact customers. <p>Wi-Fi</p> <ul style="list-style-type: none"> • Customers need to sign into the portal to use Wi-Fi • Can contact them via email if needed
<p>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</p>	<ul style="list-style-type: none"> • Duty Managers and Security educated on completing incident reports forms to meet OHS requirements, including recording information about any incidents. • All preestablish company policies regarding OHS to adhered to. • Covid-19 updates / toolbox to be verified as being completed by all relevant staff.

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
<p>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</p>	<ul style="list-style-type: none"> • Refer to business continuity plan and people management process document • Employer/Manager will immediately contact Work safe Victoria on 13 23 60 and provide formal written notification within 48 hours • Help support the Department of Health and Human Services (DHHS) with contact tracing • Determine what areas of the workplace is affected. • Determine if contact transmission is per department or broader and if we need to close and stop operations for a period of time. • Contact employees not to come to work and to get tested and to self-isolate and quarantine for a period of 14 days. • Contact and advise contractors, sub-contractors, visitors on site of suspected case, to assist in contact tracing should test return positive. • Any employees who are identified to be close contacts of a person with COVID-19 must also get tested and remain at home in self-isolation until told by DHHS that their quarantine period has ended. This may be 14 days after their last close contact with the positive case. During self- quarantine, employee should watch for symptoms and seek medical assessment and testing if they develop symptoms such as fever, sore throat, runny nose, shortness of breath or a loss of their sense of taste or smell. • Any Employee who tests positive for COVID-19 must remain at home in self-isolation until they have been notified by DHHS that they have met the criteria for release. They must follow DHHS guidance and our policy with regards to return to work. • Start additional cleaning and disinfection with professional cleaning services. After a deep clean, staff can enter the building the next day. • Determine if staff working remotely can come in a be the relief staff to fill in positions depending on department shortfall. • Third party provider options to assist with coverage to ensure essential services continue, such as Monjon Security.
<p>Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.</p>	<ul style="list-style-type: none"> • Employer/Manager will immediately contact Work safe Victoria on 13 23 60 and provide formal written notification within 48 hours. • Help support the Department of Health and Human Services (DHHS) with contact tracing • Determine what areas of the workplace is affected • Consult with DHHS on whether the workplace or part of the workplace is required to close for a short period to facilitate cleaning and enable contact tracing. DHHS will determine whether to assign an outbreak management team and deploy DHHS staff to attend the workplace to perform a risk assessment and provide advice. • Work with DHHS to provide details that will assist in contact tracing such as records of staff attendance and up-to-date contact details for staff should they be required. DHHS will contact anyone who is identified as a close contact of the case. In some circumstances, DHHS will ask the company to make first contact with relevant staff members with agreed messages. • Wider cleaning and disinfection of the site, paying particular attention to high-touch areas as may be advised by DHHS. • Organise for the cleaning and disinfecting of all areas that were used by the confirmed case. The workplace or part of the workplace as determined by DHHS should remain closed until this is completed. • Will work with DHHS to ensure that all appropriate and above preventative measures have been taken prior to reopening the business. • DHHS and WorkSafe will be notified that workplace is reopening.
<p>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.</p>	<ul style="list-style-type: none"> • Determine what areas of the workplace is affected. • Operations undertake a risk assessment to determine if contact transmission is per department or broader and if we need to close and stop operations for a period of time. • Operations to organise for the cleaning and disinfecting of all areas that were used by the confirmed case. The workplace or part of the workplace as determined by DHHS should remain closed until this is completed. • Wider cleaning and disinfection of the site including any amenities, lifts and car parks, paying particular attention to high-touch areas as may be advised by DHHS.

Guidance	Action to prepare for your response
<p>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</p>	<ul style="list-style-type: none"> • Employees displaying or developing any symptoms such as fever, sore throat, runny nose, shortness of breath or a loss of their sense of taste or smell should not attend work. • Employee to self-isolate in own office, or boardroom near entrance. • Employee immediately to notify Manager and confirm they are exhibiting cold/flu-like symptoms. • Manager to instruct employee to return to their vehicle and go home. If unable to travel, self-isolate in office or boardroom. • Employee must sanitize using own personal sanitiser provided), wear mask, wear gloves, maintain physical distance and avoid touch points when returning to vehicle. • Employee to advise where vehicle is parked and exact route taken to return to vehicle, advising of any touch points. • Employee to complete updated COVID self-assessment form advising of onset of new symptoms. • Employee to seek medical advice, undergo a COVID-19 test and must self-isolate. • Operations complete risk assessment. • Manager determine work or leave options. • Any Employee who tests positive for COVID-19 must remain at home in self-isolation until they have been notified by DHHS that they have met the criteria for release. They must follow DHHS guidance and our policy with regards to return to work. • Manager to check in on recovery, and provide approval to return to workplace.
<p>Prepare to notify workforce and site visitors of a confirmed or suspected case.</p>	<ul style="list-style-type: none"> • Regularly update and manage employee and registration list which includes date & time on site, name & phone numbers. This information is mandatory for all employees, contractors and visitors to the workplace. • Contact employees not to come to work and to get tested and to self-isolate and quarantine for a period of 14 days. • Contact and advise contractors, sub-contractors, visitors on site of suspected case, to assist in contact tracing should test return positive. • Manager to remind employees to remain vigilant of onset of any COVID-19 symptoms such as fever, sore throat, runny nose, shortness of breath or a loss of their sense of taste or smell.
<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<ul style="list-style-type: none"> • Employer/Manager will immediately contact Work safe Victoria on 13 23 60 and provide formal written notification within 48 hours
<p>Confirm that your workplace can safely re-open and workers can return to work.</p>	<ul style="list-style-type: none"> • Work with DHHS to ensure that all appropriate and above preventative measures have been taken prior to reopening the business. • Confirm wider cleaning and disinfection of the site, paying particular attention to high-touch areas as may be advised by DHHS. • Manager determines and provides approval return to workplace. • Manager to contact DHHS and WorkSafe and notify that workplace is reopening.

I acknowledge I understand my responsibilities and have implemented this COVID Safe plan in the workplace.



Signed

Name Leigh Regan

Date 6 August 2020