

# National COVIDSafe Plan

## Business Details

<b>Business Name</b>	Pacific National (All ABNs)
<b>Plan Completed by</b>	Brad Crockett, Manager HSW
<b>Approved by</b>	Paul Slocombe, Head of HSE

The elements outlined below have been implemented nationally at all Pacific National locations and form part of the national response to the COVID-19 pandemic in all States and Territories where we operate.

This plan has been registered with the relevant State Government where required or recommended.

Guidance	Action
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### Wellbeing of staff and visitors

Exclude staff, visitors and customers who are unwell.

Signage has been placed at all visitor entry points advising them not to enter if they are experiencing flu like symptoms.

Email and verbal communication (such as pre-starts) to all staff consistently reinforces that employees should not attend their workplace if they are experiencing flu like symptoms

All workers attending a Pacific National workplace are required to complete an electronic health assessment that includes confirmation that they are not experiencing flu like symptoms including measuring and recording their temperature. The worker receives an electronic confirmation of their submission and people leaders are able to access a report to confirm that workers have completed their daily check.

This health check required of all people attending a Pacific National worksite advises people they are not to enter the workplace are to return home and seek medical advice if they are unwell.

A small number of locations have positioned staff to take temperature readings at main access points prior to allowing entry onto the premises. (All other sites require temperature self -testing)

	<p>COVID-19 proactive testing for workers required to cross state borders has been implemented where this testing is required by State Government Health orders.</p>
<p>Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</p>	<p>Signs have been posted at all entry points, adjacent to kitchen areas and similar frequented locations advising of the symptoms of COVID-19.</p> <p>Signs have been posted throughout workplaces that provide guidance on social distancing, respiratory hygiene and personal hygiene including hand washing and sanitising.</p> <p>An induction has been developed for workers returning to their workplace after time away working at home outlining the expectations for</p> <ul style="list-style-type: none"><li>- not attending if experiencing flu like symptoms</li><li>- COVID-19 symptoms</li><li>- requirement to complete the daily health check; and</li><li>- Cleaning of workstations before and after use</li></ul> <p>A Cat B notice has been sent to all operational staff reinforcing the above protocols that have been in place at operational depots since April 2020.</p> <p>CITRIX environment computers display a wallpaper that cannot be removed that reiterates:</p> <ul style="list-style-type: none"><li>- Completing the daily health check</li><li>- Cleaning of workstations before and after use</li><li>- Maintaining social distancing</li><li>- Going home if you feel unwell</li></ul> <p>Specific COVID-19 leader calls have been held since March 2020 that address matters associated with the health and hygiene response to COVID-19 including but not limited to protocols for daily cleaning, post incident cleaning, social distancing, personal hygiene, mental health and working from home.</p> <p>Two intranet sites have been established to provide information and general supporting materials to employees and more specific supporting materials to people leaders.</p> <p>A crisis management team and an emergency management team remain in place and meet routinely to ensure COVID-19 related</p>

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	<p>matters are managed proactively and communication into the business is consistent and managed.</p>
<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</p>	<p>All verbal and written communications consistently re-iterate the importance of workers not attending work if they are unwell, that they should get tested and that they have access to sick leave.</p> <p>Workers who are required to self-isolate may access special COVID-19 leave by agreement.</p>
<p>Display conditions of entry for any customers or visitors (website, social media, entry points).</p>	<p>Entry points to all Pacific National workplaces advise all persons that they are not to enter if they are experiencing flu like symptoms.</p> <p>Ongoing verbal, email and poster communications to employees consistently re-iterate this message.</p>
<p>Protection of vulnerable Workers</p>	<p>Workers that meet the vulnerable work definition provided by the AHPPC has been identified, assessed by the Pacific Chief Medical Officer and any additional controls required, implemented.</p>
<p>Ensure controls are in place and effective</p>	<p>A COVID-19 critical control verification process has been established and is being monitored and reported upon weekly to operational leads and monthly to the HSE Executive.</p> <p>All accommodation providers have been reviewed for their COVID-19 response and their COVID-19 plans held on file.</p>
<p><b>Social distancing</b></p>	
<p>Industry specific requirements</p>	<p>Workers in Light Vehicle and Locomotive Guidelines have been published and available to all workers on The Junction (also linked within this document).</p>
<p>Assign workers to specific workstations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use.</p>	<p>Cleaning and sanitising products are provided in all Pacific National workplaces to allow for the cleaning of workstations and all frequently touched surfaces.</p> <p>Shiftwork office: Workers have allocated workstations, where this is not possible, workstations are cleaned and disinfected by the outgoing shiftworker and the incoming shiftworker.</p>

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	<p>Non shiftwork office: Workstations in offices are bookable via Outlook, only select workstations are available to be booked to ensure social distancing requirements are met. Cleaning and disinfecting of workstations is required prior to and post use by the worker who has booked the workstation.</p>
<p>Put plans and systems in place to monitor and control the numbers of workers and customers on site at any given time to allow for physical distancing</p>	<p>Non-essential business travel has been stopped.</p> <p>Non-essential visits to operational terminals and depots has been stopped, access requires senior leader written approval.</p> <p>Workstations must be booked at non-operational offices prior to attending to ensure that social distancing requirements can be met.</p> <p>Customer and visitor access to operational terminals is strictly controlled by site management</p>
<p>Use flexible working arrangements where possible, such as working from home, early and late shifts to reduce peak periods.</p>	<p>Working from home is in place in line with State Health department health orders for non-operational staff.</p> <p>Where permitted, workers who elect to attend a Pacific National office are able to attend at times to suit them and their individual commute requirements.</p> <p>Operational workers required to attend Pacific National workplaces are protected through the cleaning and health protocols outlined in this document.</p>
<p>Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/disinfectant.</p>	<p>Office receptions (where in place), have been closed.</p> <p>Social distancing requirements of 1.5m have been implemented at all operational facilities where interactions are required between supervisors and managers and their direct reports,</p> <p>Signage confirming social distancing expectations have been posted throughout workplaces.</p>
<p>Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks)</p>	<p>Social distancing requirements have been communicated verbally and via email. Signage has been placed at all locations reiterating the importance of social distancing requirements.</p>

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	<p>CITRIX environment computers have a wallpaper that reminds staff to maintain their social distancing</p> <p>Lift wells at Sydney head office have signage reminding staff to maintain 1.5m separation.</p> <p>Where operationally 1.5m cannot be maintained e.g. 3 workers in a locomotive cab or crew car, specific guidance material has been developed and provided to operational locations on the controls that are required, including authorisation by senior leaders, this guideline is linked within this document.</p>
<p>Use telephone or video for essential meetings where practical.</p>	<p>Telephone and video meetings are routinely used across all areas of Pacific National.</p> <p>Where face to face meetings are held, 4m<sup>2</sup> per person and a separation distance of 1.5m is maintained in the meeting room plus requirements for pre and post cleaning of hard surfaces by meeting participants.</p> <p>4m<sup>2</sup> per person is maintained elsewhere across our locations.</p>
<p>Review regular deliveries and request contactless delivery and invoicing where practical.</p>	<p>Deliveries are left at a predetermined location for collection.</p>
<p>Consider signage near lifts and passenger travelators directing customers and workers to maintain physical distancing wherever practical.</p>	<p>Lift wells for Pacific National tenanted floors have floor signage reminding workers to maintain social distancing.</p> <p>Lifts in Pacific National tenanted buildings have signing indicating the maximum number of passengers and the positions where they should stand.</p>
<p>If staff or workers need to travel together in the same vehicle:</p> <ul style="list-style-type: none"> <li>- encourage passengers and drivers to spread out, using front and back seats</li> <li>- workers should only handle their own</li> </ul>	<p>Guidelines for worker travel in light vehicles and locomotives have been published to the COVID-19 resources page on the Junction and broadly communicated to all operations and business areas (also linked within this document).</p>

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<p>tools and bags where possible</p> <ul style="list-style-type: none"> <li>- have processes to clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant</li> <li>- encourage workers to set the air-conditioning to external airflow rather than recirculation</li> </ul>	
<p>Have strategies in place to manage gatherings that may occur immediately outside the premises.</p>	<p>Building managers have provided improved access at Sydney head office by opening the disable door permanently to obviate any need to queue for access or egress</p>
<p><b>Hygiene and Cleaning</b></p>	
<p>Provide hand sanitiser at multiple locations throughout the workplace.</p>	<p>Hand sanitiser has been placed around all Pacific National workplaces and provided to train crews to ensure personal hygiene can be maintained</p>
<p>Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.</p>	<p>Cleaning products have been placed around all Pacific National workplaces and provided to train crew to ensure that work area hard surfaces are cleaned and sanitised both at commencement and upon completion of work.</p>
<p>Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.</p>	<p>All Pacific National workplace amenities are well stocked with hand towels, soap and instructional posters on hand washing.</p>
<p>Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces.</p>	<p>Workers are required to clean all hard surfaces twice daily before commencing and after completing their work for the day, this includes office areas and locomotives.</p> <p>Cleaning contractors have been instructed to clean and disinfect communal and frequently touched areas twice daily.</p>

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<p>Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.</p>	<p>Cleaning product purchasing and use guidance have been provided on the Junction for all employees. Cleaning contractor conformance with Department of Health cleaning guidelines has been confirmed by the corporate Procurement team for all cleaning contractors including at crew barracks locations.</p>
<p>Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.</p>	<p>Cleaning, other than routine cleaning and sanitising of work area hard surfaces, is conducted by contractor staff in conformance with their COVID-19 procedures.</p>
<p><b>Kitchen Areas</b></p>	<p>Crockery and utensils used by employees can be treated in the same manner as normal (i.e. washed in a dishwasher). Disposable crockery and utensils are not necessary.</p>
<p><b>Face Coverings</b></p>	<p>P2 or equivalent masks have been provided to all operational sites for use in the event a worker becomes unwell during their shift or chooses to wear one as a personal preference.</p> <p>Face coverings have been provided to workers for use at work for operational locations where required by State Government Health Orders.</p> <p>Full guidance including training requirements can be found in the document COVID-19 Respirator Face Covering Use Guideline published on the Junction (also linked within this document).</p>
<p><b>Record Keeping</b></p>	
<p>Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.</p>	<p>Records are held of all visitors in conformance with Australian Privacy Principles.</p> <p>Workers attending a Pacific National office are required to book a workstation and records are kept of these bookings.</p> <p>Shift and operational worker site attendance records are maintained through shift rosters, worker login and depot swipe card access.</p>
<p>Employers should make staff aware of the COVIDSafe app and the benefits of the app to</p>	<p>The COVIDSafe App has been downloaded to all company mobile phones and employees encouraged to register.</p>

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support contact tracing if required.	Employees who use their own phone have been encouraged to download the App and register.
Contact Tracing	Human Resources have established processes for recording, managing and escalating suspected cases and also for contact tracing in the event of a confirmed cases (linked within this document).
Confirmed Case Notification	Notification to the Comcare regulatory operations group will be made where a confirmed case of transmission in the workplace is identified and will be made by the Manager Health, Safety and Wellbeing
<b>Risk Management</b>	
Responding to changes in infection risk	<p>The approach to COVID-19 infection risk within Pacific National operations nationally is outlined within this plan, the referenced documents and content available on the Junction. This approach represents the minimum standard applied to our operations nationally.</p> <p>The EMT and CMT meet both routinely and ad-hoc and respond to changes in infection risk based upon State Government health orders, guidelines and recommendations and published advice from the Federal Department of Health</p> <p>As State Health Departments asynchronously relax controls relating to social distancing, a documented risk assessment for specific regions approved by the relevant Head of Operations and developed in consultation with the EMT lead provides for the ability to relax social distancing controls for a maximum period of 14 days; changes to State Health orders increasing social distancing controls automatically invalidate this risk assessment.</p> <p>Where infection risk at a Pacific National location has increased as a result of community transmission within that state, region or suburb, a documented risk assessment will be conducted that examines this new infection risk in light of:</p> <ul style="list-style-type: none"> <li>- State Health Department published health orders</li> <li>- Location where the community transmission has occurred</li> <li>- The physical interfaces with other stakeholders such as truck and delivery drivers and the like</li> <li>- The physical interfaces with interstate train crews</li> </ul>

	<p>and additional preventive and mitigating controls, where identified, put in place.</p> <p>These risk assessments will be stored nationally by the Manager, Health, Safety and Wellbeing.</p>
Consultation	<p>In response to Government requirements, recommendations, health orders and directives, we have established a multi-layered process of engagement with our workforce using multiple communication channels and modalities.</p> <p>Consultation with workers on assessing risk and determining the appropriateness of controls occurs through engagement with Health and Safety Representatives and HSE Committees.</p>
<p><b>Supporting Pacific National Documents</b> (Only available to Pacific National employees)</p>	
Human Resources	<p>COVID-19 Incident Log (PERSONAL/CONFIDENTIAL)</p> <p>Employee Attendance COVID-19 Process</p> <p>Situation Room – COVID-19 Process and Guidelines</p> <p>Guidelines for Opening a COVID-19 Situation room</p> <p>Travel Access Guide North Sydney Office</p> <p>Return to the Office Induction: Working during COVID-19</p>
Health and Wellbeing	<p>Daily Health Check Entry Records (PERSONAL/CONFIDENTIAL)</p> <p>Pre-start Health Check – FAQs</p> <p>COVID-19 Vulnerable Worker Guidelines</p> <p>Unwell Worker and Cleaning Guidelines</p> <p>COVID-19 Cleaning Product Recommendations</p> <p>COVID-19 Respirator Face Covering Use Guideline</p> <p>Critical Control Verification (CCV) COVID-19</p> <p>Light Vehicle and Locomotive Guidelines</p> <p>Novel Coronavirus (COVID-19) FAQ (3<sup>rd</sup> party document)</p>

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Mental Health	Managing Coronavirus Anxiety (3 <sup>rd</sup> party document)
Safety	<p>Hierarchy of Control Risk Management</p> <p>Working from Home People Leaders Guide</p> <p>Working from Home Checklist</p>
Operations	PN Worker COVID-19 Test Referral and Declaration
Procurement	<p>COVID-19 PPE and Cleaning Product Listing</p> <p>Coding COVID-19 Expenses in Concur</p>
Posters	<p>QR Code for Visitors A5</p> <p>QR Code for Visitors A4</p> <p>A5 Signage Meeting Room Directions</p> <p>Back to Office Signage</p> <p>Health Check Station</p> <p>COVIDSafe A4 Poster Room Capacity</p> <p>Keeping Our Workplace Safe Poster</p> <p>Safe Distancing Long Floor Decal</p> <p>Kitchen Poster COVID-19</p> <p>Safework Australia Hygiene Poster</p> <p>Safework Australia Keeping Your Distance Poster</p> <p>Coronavirus Awareness Poster with QR Code</p> <p>QR Code Instructions for Prestart Health Check</p> <p>Health and Wellbeing Poster</p> <p>Awareness Coronavirus Poster A3</p> <p>Visitor Notice – sign</p>

Visitor Notice

Know the Signs Poster

How to Wash hands (3<sup>rd</sup> party document)

How to Hand Sanitise (3<sup>rd</sup> party document)