

Pandemic Response Plan

Disclaimer

To ensure you comply with your legal obligations, you should refer to the appropriate acts and regulations. The materials contained in this document and subsequent reports provided to you should not be relied upon as a substitute for legal advice on any particular matter. Compliance Council expressly disclaim all and any liability to any person whatsoever in respect of any done or omitted to be done by any such person in reliance, whether in whole or part, upon any of the contents, of this document or further services.

Table of Contents

Revision History	2
Table of Contents.....	3
1. Introduction	4
1.1. Scope	4
1.2. Related documents	4
2. Pandemic Context.....	5
2.1. What is a pandemic?	5
2.2. Needs and expectations of interested parties.....	5
2.3. Relevant legal, regulatory and other obligations.....	5
3. Roles and responsibilities	5
4. Planning.....	7
4.1. Risks.....	7
4.2. Communication.....	8
5. Response.....	8
5.1. Assessment, activation and notification.....	8
5.2. Implement response plan.....	8
5.2.1. Hand washing	8
5.2.2. Respiratory hygiene	9
5.2.3. Work design.....	9
5.2.4. Work Environment is kept clean.....	9
5.2.5. Communication protocols.....	10
5.2.6. Work-related overseas travel	10
5.2.7. Ventilation and Air Conditioning Systems.....	11
6. Procedure for suspected COVID-19 exposure	11
7. Monitoring the implementation of controls	11
8. Recovery.....	12
9. Monitoring and Improvement.....	12

1. Introduction

This Pandemic Response Plan (PRP) is established in accordance with *ISO 22301:2019 – Security and Resilience – Business Continuity Management Systems – Requirements* along with *ISO 45001:2018 – Occupational health and safety management systems – Requirements with guidance for use*; to ensure that disruptions to the business-as-usual (BAU) are identified and controlled effectively including managing the associated health and safety risks as well.

1.1. Scope

The scope of this Pandemic Response Plan is to identify and describe the processes that CDI Group Pty Ltd (CDI) will follow to identify, control, and prevent disruptions to operations both in the office and in transit to ensure that we are meeting our deliverables on time. The plan identifies the processes we adopt to implement the plan while undertaking the company's business operations.

This PRP applies to all company operations and relevant stakeholders including but not limited to clients, suppliers, employees, subcontractors, members of the public, and other interested parties.

1.2. Related documents

- Work from Home Policy
- Suspected COVID-19 Procedure
- Work from Home Checklist

2. Pandemic Context

2.1. What is a pandemic?

A pandemic is the worldwide spread of disease. Outbreaks of new infectious diseases can cause more severe illness than other diseases already circulating in the population due to a lack of immunity to the new disease. This lack of immunity may also increase the pandemic potential of the new disease. The Federal Department of Health’s Chief Medical Officer can declare that a pandemic is affecting Australia and decide which of the communicable disease frameworks the health sector will use to contain and manage the spread of the pandemic.

As with any infectious illness, standard health and safety risk assessment and controls should be applied. General advice should be given to employees, such as staying at home if they are sick, covering their coughs and sneezes, washing their hands regularly, and any unwell employees with compatible symptoms (to those of the declared pandemic disease) should be sent home.

2.2. Needs and expectations of interested parties

Interested Party	Need or expectation	Approach
Employees and contractors		
Suppliers		
Office Landlord / Building Manager		
Building Tenants		
Clients		
Other visitors		
WorkSafe WA		

2.3. Relevant legal, regulatory and other obligations

- <https://www.safeworkaustralia.gov.au/doc/coronavirus-covid-19-advice-employers>
- Coronavirus (COVID-19): Advice and guidance for NSW workplaces – published by SafeWork NSW
- Preparing for a pandemic: a guide for employers - published by WorkSafe VIC

3. Roles and responsibilities

Role	Responsibilities
Managing Director / Operations Manager / HR Manager	<ul style="list-style-type: none"> - Define the organisation’s Pandemic Response Plan - Ensure that all workers are provided with training, information and supervision necessary to carry out their required tasks in the event of a major disruption affecting operations - Appoint purchasing suppliers (this may be delegated to the CFO) - Making the decision for when the Pandemic Response Plan will be activated

	<ul style="list-style-type: none"> - Risk analysis and preparation of response strategies - Ensure that, so far as reasonably practicable that the delivery and/or continuity of services and health and safety for clients, employees, suppliers, and other stakeholders are not affected in the event of a major disruption affecting operations along - Acquire and keep up to date understanding of issues that may affect Business Continuity. - Ensure Business Continuity Processes are verified, monitored and reviewed. - Maintain open communication with employees including risk management and anticipated business changes - Maintain open communication with clients and subcontractors of the businesses' changing circumstances
<p>Managing Director / Operations Manager / HR Manager</p>	<ul style="list-style-type: none"> - Prepare and maintain company response strategies - Ensure that all work is carried out during disruption of services to operation remains in accordance with CDI Management System - Conduct Emergency Drills to test ongoing effectiveness of Response Strategies. - Identify business continuity and health and safety issues requiring attention and reporting them to the CEO - Ensure that all incidents are reported, the appropriate documentation completed and if necessary, the appropriate authorities notified - Ensure that all workers are provided with training, information and supervision necessary to carry out their required tasks in the event of a disruption to operations. - Chair review meetings for the Pandemic Response Plan - Monitor changes to legislation and other obligations and guidance published by the Australian Government
<p>All Personnel</p>	<ul style="list-style-type: none"> - Participate in business continuity drills as required - Implement the controls outlined in the Pandemic Response Plan - Workers must co-operate with CDI in implementing risk control measures and must take all reasonably practicable steps to ensure they don't do anything that creates or increases a risk to the health and safety of themselves or others.

4. Planning

4.1. Risks

Risk description	Risk category	Action to address the risk	Relevant section in this plan
Exposure to the disease Additional consequences for those with respiratory or immune issues	Health and safety	Promote good respiratory hygiene in the workplace for everyone in the workplace Make sure your work environment is kept clean	5.2.2 5.2.4 6
Psychosocial risk for isolated workers	Health and safety	Working from Home Policy	
Workers and work activities at the greatest risk of spreading the infectious disease Workers, clients and other visitors who present flu like symptoms during the pandemic	Health and safety	Encourage ill workers to remain away from work when unwell Promote regular and thorough hand washing for everyone in the workplace Undertake WHS risk management regarding work activities / work design Ensure good communication re workplace controls (with workers, contractors, customers and others) Inspect ventilation and air conditioning systems	5.2.1 5.2.3 5.2.5
Travel restrictions	Business continuity	Working from Home Policy	
Increased absenteeism	Business continuity	Working from Home Policy	
Undertake work-related travel	Health and safety	Avoiding overseas/interstate travel (work related, and non-work related) Monitoring country status on Smart Traveller	5.2.6
Exposure to contractual risk due to lost time	Business Continuity	At tender time, review qualifying cause of delay and ensure pandemic is referenced (or similar), ensure back-up resource workforce is available to take-on the project should an entire project team fall ill Notify the client in line with contract requirements regarding change in personnel on the project	

4.2. Communication

If the disease starts spreading in the community, workers, contractors and clients will need accurate and current information on the workplace risks associated with the outbreak and must be briefed about how these risks will be controlled or minimised by the business.

They will be kept informed on the current situation and any changed work arrangements using the following communication methods:

- regular briefings at work
- advice on the organisation's website
- phone and email contacts for further information

Informed workers who feel safe at work are less likely to be unnecessarily absent. Informed clients are less likely to completely avoid the organisation.

5. Response

5.1. Assessment, activation and notification

The Managing Director / Operations Manager / HR Manager will assess information published by health authorities includes the World Health Organisation (WHO) and the Australian Government's Department of Health to determine when this plan shall be activated.

5.2. Implement response plan

Once the plan has been activated, the Managing Director / Operations Manager / HR Manager are responsible for implementing and communicating the following controls:

5.2.1. Hand washing

Everyone should:

- frequently wash hands their hands with soap and water for at least 20 seconds, or use an alcohol-based hand rub;
- particular attention must be taken when using the toilet or assisting others with toileting or nappy changing and before preparing and eating food.

CDI will:

- make alcohol-based hand sanitising dispensers available in prominent places around the workplace and ensure they are regularly refilled
- make sure that staff, contractors and clients have access to facilities where they can wash their hands with soap and water
- actively promote good hand hygiene in bathroom and kitchen amenities

Important: Hand sanitisers should not be provided as the only hand hygiene option as there are times when soap and water should be used instead, eg: when hands are visibly dirty or after going to the toilet

5.2.2. Respiratory hygiene

Everyone should:

- cover their cough their nose and mouth when coughing and sneezing with tissue or a flexed elbow
- dispose of tissues immediately, and use alcohol-based hand sanitiser after disposing
- if unwell, avoid contact with others (shaking hands, touching faces, hugging, and other intimate contact).

CDI will:

- ensure an adequate supply of paper tissues is available throughout the workplace
- provide closed bins for hygienic disposal of used tissues
- actively promote good respiratory hygiene in prominent places where close customer or worker contact occurs

5.2.3. Work design

CDI will, in consultation with workers:

- identify and assess the likely risks at the workplace and those associated with the way work is performed (eg: are workers/customers more than 1.5 metres away from each other; layout of workstations; design of work activities; etc)
- implement suitable control measures to eliminate or minimise risks, this may include encouraging social distancing through flexible working arrangements, reducing non-essential face to face meetings/gatherings and promoting the use of virtual communication channels (telephone/video)
- Expert advice may be required for high risk work environments or tasks

The control measures being used must be regularly reviewed and updated as required:

- a good way to do this is to practice, test and evaluate intervention measures during this early stage, eg: practice social distancing measures and evaluate implementation

5.2.4. Work Environment is kept clean

CDI will, in consultation with workers put systems in place for:

- high touch surfaces (e.g. counters, desks and tables) and objects (e.g. telephones, keyboards) are wiped with disinfectant regularly
- areas where there is public access will also require frequent additional cleaning and disinfection
- ensure infection control procedures are reviewed in consultation with cleaning staff and they have access to suitable personal protective equipment (PPE)
- staff to limit the sharing of office stationery
- adequate supplies of cleaning equipment and necessary PPE are available.

5.2.5. Communication protocols

CDI will provide information and instruction to workers and others:

- to stay at home if they are sick – even if the symptoms are mild, and
- that any unwell workers with compatible symptoms to those of disease be sent home immediately, and advised to call their General Practitioner, call healthdirect on 1800 022 222 or visit their local Emergency Department
- to reinforce and support good personal hygiene, including good hand and respiratory hygiene. Display posters promoting regular hand washing, good respiratory hygiene, symptoms to look out for and when to stay home (available from NSW Health or the World Health Organization (WHO)), and combine this with other communication measures used in the workplace (e.g. regular briefings; information on the intranet; phone and email contacts for further information etc)
- to advise of any changes to work arrangements (e.g. staff working from home, revised customer service standards)
- CDI's mitigation plan to disperse CDI staff members across a range of sites and the CDI Factory to reduce the workforce fall-over if someone become exposed?
- HSEQ Management Plans will be updated to be site specific and will include the building management's guidelines on the pandemic requirements
- this information must be shared with other businesses your workers may be in close contact with.

Effective communication strategies might include regular briefings; advice on intranet; phone and email contacts for further information; etc

5.2.6. Work-related overseas travel

- For the duration there is a complete work-related and non-work related travel ban within the Company.
- For any reason, or an emergency, should a CDI employee have to travel overseas or interstate, upon return a 14 day self isolation period will be undertaken before the employee returns to work.
- The employee/traveller must follow Australian Government Department of Health advice for self-isolation or other requirements.

5.2.7. Subcontractor conformance

- Subcontractors are now asked to sign and declare on to a specific sign-in register which asks specific questions around travel and possible exposure.
- Subcontractors are now required to abide by strict hygiene rules and on site.
- Site Managers to review induction process before accepting workers on to site.
- Subcontractors to manager a second-available work team to ensure resourcing is maintained on live-active projects, in the event of one/or more of their workers falling ill.

5.2.8. Job Site Conformance

- Each project site to consider contingency plan specific to the site, work, and contract – so that if there is an exposure or government imposed restriction, to ensure contractual obligations are not compromised. Implement the following:-

- Additional signage and barricades showing the amount of staff that can work in an area at a time
- Dividing teams up per company and per floor. Ensure no staff cross paths.
- Social isolating all CDI staff where possible
- Requesting additional passenger lifts to each floor.
- Hand sanitizer stations through sites.
- Where possible split shifting trades and staff.

5.2.9. Ventilation and Air Conditioning Systems

CDI will seek confirmation from their building owners that the air conditioning system is properly designed and maintained:

- further information is outlined in the Australian Standard AS 1668.2-2012. The use of ventilation and air conditioning in buildings, Part 2: Mechanical ventilation in buildings
- all internal spaces should be well ventilated and if possible, fresh air should be allowed to flow.
- at this stage, for office and similar environments, there is no recommendation to install special air filters to air conditioning systems.

5.2.10. Visitors to CDI Office / Factory or CDI Sites

- Guidelines will be replicated for any visitors to the CDI Office / Belmont Factory / or work sites as mentioned in 5.2.7. Visitors will be essential only and kept to a minimum.

6. Procedure for suspected COVID-19 exposure

CDI will follow processes in accordance with *Suspected COVID-19 Procedure*

7. Monitoring the implementation of controls

CDI will in consultation with workers, regularly review the effectiveness of controls in place and update if necessary.

Increased workplace controls will be required that ensure that sick workers do not go to work:

- anyone with even a mild cough or fever **MUST** stay at home (i.e. not enter the workplace)

CDI may introduce controls to restrict entry to the workplace.

This may include:

- persons who show symptoms similar to the disease
- who have a relatively high risk of exposure to it (eg: recent travel to high-risk region).

CDI and employees will comply with all Public Health advice and emergency measures issued by health authorities, these may include:

- exclusion periods for workers who are exposed to the disease, show symptoms, are ill or have returned from travel to the disease affected areas.

CDI will consider workers who may need to be reassigned to priority tasks that are unfamiliar to them. These workers may be particularly susceptible to injury while adjusting to the new work, particularly psychological injury and body stressing injury (eg: fatigue; anxiety; sprain/strains; occupational overuse injury; etc). Control measures for these risks could include:

- close supervision and support, monitoring workloads and job demands
- specific training
- adapting work arrangements (eg: work from home; staggered work shifts, etc)
- clear (adapted) performance expectations.

8. Recovery

CDI will plan a recovery process to ensure work activities return to normal in a managed way:

- to progressively suspend local risk control measures as the pandemic subsides, to be on a schedule that is compatible with advice from Department of Health WA and WorkSafe WA.
- to consider the need for training for workers re-tasked to priority areas while business activities are transitioning back to normal:
 - ensure workers are consulted about skills, training needs and workloads before they are moved to new work.
- to ensure effective communication and consultation with workers both in the workplace and those at home waiting to recommence normal work arrangements
- to ensure access to work-based counselling and support services continue to be available as it is likely some workers will suffer psychological consequences. Workers who are affected by the death of colleagues, friends or family will need extra support.

9. Monitoring and Improvement

CDI will keep informed with up-to-date disease advice, information and any directives issued by Department of Health WA – it will assist with good WHS planning as the virus spreads.

CDI, in consultation with workers and Health and Safety advice, will review and update controls in place in line with updated and new information.