

# Covid Safe Plan –2021

## Staying Up To Date

Stenhouse maintains currency in the Covid situation on a daily basis.

Checks are completed daily (at a minimum) include:

- Daily media conference held by Queensland Premier (Government)
- QLD contact tracing is checked (number of occasions depends on current situations in LGAs)
- Regular checking on QLD Health Directives (the number of occasions depend on the current situation in LGAs)
- Current QLD Hotspots
- All information is gained directly from [www.qld.gov.au](http://www.qld.gov.au)
- Our Covid Safe Plan is updated based on current Public Health advise.

## Communication To Staff

Stenhouse communicates with their staff utilising Microsoft Forms. This allows us to ensure our staff read and acknowledge any questions we may have. It allows to them complete quizzes to ensure comprehension.

The frequency of notification will be dependent on the situations in the LGAs of the Branches.

During lockdown and developing situations, staff are emailed daily. These emails will include:

- Operational updates
- Restriction updates
- Current contact tracing locations
- Educational opportunities
- PPE restocking
- General reminders to maintain safety (public health).

## Branch Protocols

Stenhouse branches adapt their protocols to current health restrictions that are current for that LGA.

As a minimum, all branches have:

- Hand Sanitiser at all workstations, entry and exit points.
- Alcohol Wipes at all workstations, entry and exit points.
- Check In QLD QR Code on all entry points at all branches.
- Signage indicating current social distancing requirements, hand sanitiser and room capacity in each office/enclosed space.
- Access to masks when dictated by health directives.

Dependent on the restriction level:

- Staff allocated work areas
- Non essential staff work remote

## Onsite Protocols

Stenhouse maintain onsite inspection services during Covid 19 restrictions to those clients deemed essential and still open. During booking of an onsite Scheduler liaises with the client and emails our CDO47 Onsite Covid Safe Plan.

This documents is updated in line with current Public Health Directives. This document identifies our promise as a company to maintain public health directives, whilst carrying out onsite inspections.

As a minimum, Service Technicians have hand sanitiser, alcohol wipes, masks and disinfectant wipes.

On arrival Service Technicians will utilise the Check In QLD App and complete any further requirements as dictated by the client.

## Our Staff

Stenhouse staff are not allowed to attend work when they are sick or under directions from the public health unit. When staff are unwell they are encourage to get a Covid Test and remain in isolation until they receive a result.

Our staff have the right to refuse service or work on site, and in branches where breaches of public health directives are in place – this includes when masks are mandatory or inability to maintain social distancing, and an alternative cannot be sort.

Our objective is to maintain staff and client safety at all times.

# Covid Safe Plan –2021



## Level 1 Response

Level 1 response is the lowest response level whilst operating during Covid.

This sets our the minimum standard in avoidance and is based on advise from the Queensland Government.

### Branches

- Hand Sanitiser at all workstations, entry and exit points.
- Alcohol Wipes at all workstations, entry and exit points.
- Check In QLD QR Code on all entry points at all branches.
- Signage indicating current social distancing requirements, hand sanitiser and room capacity in each office/enclosed space.
- Access to masks when dictated by health directives.
- Suppliers allowed to visit
- BDMs staff allowed to visit site
- Staff can move between branches

### Onsite

- Hand Sanitiser
- Alcohol wipes
- Masks (Site dependent)
- QLD Check In at location
- Completion of necessary client documentation
- CD047 Onsite Covid Safe Plan
- SWMS



## Level 2 Response

Level 2 response is the second layer of protection whilst operating during Covid. This level is enacted when there is increased risk due to community cases, but 'business as usual' as dictated by the Queensland Government.

### Branches

- As per as level 1 – a) to e)
- Suppliers are not allowed to visit branches
- Staff are to remain at allocated branches and cannot work in between.
- Staff to remain in their allocated work areas (this is communicated to staff in Google Forms)
- No sharing of any equipment
- Barriers erected to decrease entry points to administration spaces and workshop spaces.
- Staff to wipe down areas of client interaction with alcohol wipes every hour.
- Nil signing of documentation by client, details recorded by SLE staff.
- BDMs to book appointments with clients. Face to face dependent on client.

### Onsite

- As per level 1 – i) to o)
- Service Technicians (STs) must travel separately to site (1 person per vehicle)
- Interact with one Site Contact.
- No touch confirmation of job completion
- Must return to Shed 3 at Yatala and not enter any other workspaces.



## Level 3 Response

Level 3 response is enacted when the LGAs of our branches go into the first stage of a 'lockdown'. This is when manufacturing and construction (essential services) continue functioning.

### Branches

- As per as level 2 – a) to h)
- All non essential staff are defined as those not required in the branch to carry out daily activities. Dependent on business environment and capacity, positions will be asked to work remotely or stood down. The decisions will be made per day/occurrence due to rapidly changing situations during lockdown events.
- Barriers are erected, clients met at the front of workshops, minimising access.
- Administration areas are closed off from entry.

### Onsite

- As per level 1 – j) to n)
- All onsite inspections that are scheduled are contacted and confirmation of progression prior to arrival. We understand sites and conditions change daily.
- STs are to start work from home, and when returning to branch remain in vehicle whilst it is unloaded.
- STs are not to interact in person with anyone in the branch.



## Level 4 Response

Level 4 response is when enacted when lockdown is extended to manufacturing and the construction sectors.

As Stenhouse provide essential services to essential services (as defined by the Disaster Management Act 2003 (QLD) we must remain contactable.

### Branches

- All staff are stood down or working remotely depending on the business environment and capacity necessary.
- Company phone lines are diverted to the Operations Manager.
- Selected staff members are on standby to respond to essential services requests.

### Onsite

- As per branch, staff placed on standby.
- Onsite operations only occur for clients classified as an essential service.



## Review Cycle

All Covid 19 responses and reviews are conducted by Continuous Improvement, Operations Manager and Managing Director. Response levels can change on a daily/hourly basis, with the ability flex up and down when required. All documentation modified when necessary on Public Health Directives.