

COVIDSafe Plan

Business name: MWAV Pty Ltd t/a Man With A Van

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Date reviewed: 19/11/2020

1. Ensure physical distancing

Requirements: You must ensure workers and visitors are 1.5m apart as much as possible. This can be done by –

- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

You may also consider:

- Minimising the build-up of people waiting to enter and exit the workplace
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers

Actions:

1. Roles to be performed from home will be those managerial roles which can be conducted remotely. This is being done wherever possible.
2. Other office staff members in the call centre are required to be onsite to take calls and use the booking system, but have the appropriate spacings and their own individual equipment.
3. Start times are staggered as a matter of course. This reduces crossover and buildup of employees waiting to exit/enter.
4. Finish times for removals staff are arrived at organically.
5. Main roller door will remain open for airflow, and also to allow another exit point for staff, apart from pedestrian door.
6. Receiving deliveries: Designated drop-off area created in the depot driveway, signage to be displayed, take contactless delivery of items to depot where possible.
7. Customers moving house informed, both at time of booking and pre-arrival of movers, of social distancing and isolation requirements (Social distancing of 1.5m, customer to isolate off-site or in a separate room after initial socially-distanced walk-through with removalists).

Requirements: You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that –

- There is no more than one worker per four square meters of enclosed workspace
- There is no more than one member of the public per four square meters of publicly available space indoors

Actions:

1. The call centre has been spaced allowing for no more than one worker per four square metres
2. Maximum of 8 people in main office section, four for the portable office area, approximately 30 for the kitchen/depot area of the building. Signage stating limits is displayed.
3. Floor markings have been made to promote physical distancing: outside the main entrance to the building, in the office between working areas, and in the kitchen
4. Furniture and all shared items have been removed from kitchen area
5. All workstations have been rearranged to ensure employees face away from one another

Requirements: You should provide training to workers on physical distancing expectations while working and socialising. This should include –

- Informing workers to follow current public health directions when carpooling. This can be found at (hyperlink) [vic.gov.au](https://www.vic.gov.au)
- Informing workers to work from home wherever possible

Actions:

1. Removalist staff are aware of physical distancing and 'contactless' moving requirements, which have been regularly communicated and available online at <https://manwithavan.com.au/news-faq/faq/covid-19-updated-faqs-for-movers> - this guidance draws directly on DHHS advice on COVID safety and hygiene
2. Posters and floor markings are displayed in the office and depot to outline distancing requirements
1. Instructional videos on hygiene and distancing provided to all staff in weekly email newsletter
2. Start times are staggered
3. Break times of office staff are staggered
4. Staff members socialising before or after shifts or during break times will be reminded of their responsibility to minimise contact or asked to separate
5. Staff operating in cohorts of 25 to reduce risk

2. Wear a face covering

Requirements: You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes –

- Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own

Actions:

1. MWAV staff are required to wear masks or face coverings at all times while working, except for lawful exceptions including 'strenuous activity' or when alone in a vehicle.
2. Masks or face coverings need to cover the mouth and nose, as per DHHS guidance: <https://www.dhhs.vic.gov.au/face-coverings-covid-19#what-does-wearing-a-face-covering-mean>
3. MWAV provides each staff member w/ two reusable masks - 3 layer, 30 wash poly/cotton anti-bacterial.
4. Management will monitor the usage of face masks and remind, and if necessary, discipline staff breaching the guidelines on mask-wearing.
5. Hand-cleaning and hygiene posters are displayed in multiple locations in the workplace.

Requirements:

- You should install screens or barriers in the workspace for additional protection where relevant.

Actions:

1. The call centre has been spaced allowing for no more than one worker per four square metres.
2. Maximum of 8 people in main office section, four for the portable office area, approximately 30 for the kitchen/depot area of the building. Signage stating limits is displayed.

Requirements:

- You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.
- You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.

Actions:

1. Staff are regularly reminded to review the detailed FAQ at <https://manwithavan.com.au/news-faq/faq/covid-19-updated-faqs-for-movers> which covers mask-wearing, use of gloves, and provides DHHS resources on hand-washing and mask-wearing
2. Instructional videos on hygiene and distancing provided to all staff through weekly newsletter

3. Practise good hygiene

Requirements: You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as doorknobs and telephones.

You should:

- Clean surfaces with appropriate cleaning products, including detergent and disinfectant
- Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
- Clean between shifts

Actions:

1. Vehicles and moving equipment disinfected according to the MWAV vehicle disinfection procedure during and after each day of work. A copy of the disinfection procedure is located in each vehicle's equipment, and available to all employees online
2. Cleaning of high-touch areas at the work site is conducted on a twice-daily basis, especially shared areas such as doors, computers, desks
3. Supplies monitored by depot manager
4. We are using both chlorine (10% chlorite solution) and detergent based surface sprays for most surfaces on trucks and around the depot, methylated spirits (75%min) and isopropanol based surface sprays for electronics (keyboards, terminals etc.) and methylated spirits (75%min) and isopropanol based hand sanitiser for trucks and around depot.

You should display a cleaning log in shared spaces.

Actions:

1. Cleaning log is being used to keep track of cleaning around MWAV premises and ensure it is conducted to schedule.

You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.

Actions:

1. Hand sanitiser stations are located at MWAV premises at the following locations:
 - at the front door (w/ visitor/contractor sign-in sheet)
 - at the entrance to the main office
 - at the sign on computer.
 - Soap available in kitchen and bathrooms.
 - Each truck has own hand sanitiser that gets checked/refilled daily
 - Rubbish bins are available to dispose of paper towels and other materials in the depot area. There are 3x rubbish bins available for disposing of materials

- Information for staff on hand washing and use of hand sanitiser is displayed on site at headquarters. Staff have been provided with links to DHHS advice on washing and sanitisation
2. Each operational company vehicle will be checked for stocks of hand sanitiser on a daily basis, and replenished if necessary.
 3. We are using methylated spirits and isopropyl alcohol based sanitiser.

4. Keep records and act quickly if workers become unwell

Requirements: You must support workers to get tested and stay home even if they only have mild symptoms.

Action:

1. Staff are reminded to be wary of symptoms. Any staff member reporting symptoms is instructed to stay home and take a test, await results before returning to work.

Requirements: Support workers to get tested and stay home even if they only have mild symptoms.

Requirements: You must develop a business contingency plan to manage any outbreaks. This includes –

- Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results
- Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period
- Having a plan in place to clean the worksite (or part) in the event of a positive case
- Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts
- Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace
- Having a plan in the event that you have been instructed to close by DHHS
- Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work

Actions:

1. In the event of a confirmed case, the workplace will close. Phone calls will be routed to phones of management staff, off-site, to take calls from employees, and call future customers to cancel/reschedule bookings.
2. The daily manager will close the workplace and provide advice to other management staff to contact all relevant parties as soon as possible (other employees, customers, WorkSafe).
3. Employees (contacts and non-close contacts) will be notified ASAP, and reopening the business will occur only once all affected employees are in isolation and deep cleaning of premises and company equipment has occurred.
4. Removalists to be advised of business closure, all operational vehicles returned to the parking area, vehicle keys to premises.
5. Daily manager closes office as soon as possible and sends office staff home.
6. Employee details such as start/end times, sites visited and customers served are logged in the bookings system. Staff attendance is monitored by truck GPS records, as well as shift start and end times and job records. This information is searchable and stored digitally.
7. General Manager Angus Lithgow will access digital records to create a list of close contacts, who managers will contact, and advise to self-isolate and test.
8. A visitor logbook is active for any and all other visitors and can be used to support contact tracing if required.
9. Professional cleaning service contacted to clean premises and all vehicles.
10. Workplace closed until such time as professional cleaning of all equipment (including vehicles) and premises is complete.

11. Service will not recommence until such time as all close contacts have been contacted and are in isolation, the workplace has undergone a deep clean, as well as the company vehicles and equipment, and DHHS advice is that work can resume.

Requirements: You must keep records of all people who enter the workplace for contact tracing.

Action:

1. MWAV is maintaining a log book for all non-employee visitors to the site.

Requirements: You should implement a screening system that involves temperature checking upon entry into a workplace.

Action:

1. Temperature checks to be undertaken for all staff members and visitors upon arrival at the workplace. Particular staff members are allocated this as a regular duty

5. Avoid interactions in enclosed spaces

Requirements: You should reduce the amount of time workers are spending in enclosed spaces. This could include –

- Enabling working in outdoor environments
- Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms
- Enhancing airflow by opening windows and doors
- Optimising fresh air flow in air conditioning systems

Actions:

1. The climate control system in the MWAV office will be operating continuously to create optimum airflow.
2. The depot roller door will remain open wherever possible to allow air movement in the depot area.
3. Removalist staff work outside regularly. Required onsite staff will be appropriately spaced (as detailed above).

6. Create workforce bubbles

Requirements: You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

Requirements: You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts.

Actions:

1. Removalist start and finish times are staggered
2. Break times of office staff are staggered
3. Staff members socialising before or after shifts or during break times will be reminded of their responsibility to minimise contact or asked to separate
4. Staff operating in cohorts of 25 to reduce risk