

# > HELPING BUSINESS GET BACK TO WORK



30 June 2020

## COVID-19 Safety Plan

Effective 1 July 2020

### Office environment (including call centres)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to [nsw.gov.au](http://nsw.gov.au)

BUSINESS DETAILS
Business name:
Plan completed by:
Approved by:

### > GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

GUIDELINES	ACTIONS
<b>Wellbeing of staff and visitors</b>	
Exclude staff, volunteers and visitors who are unwell.	
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	
Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.	

GUIDELINES	ACTIONS
<b>Physical distancing</b>	
Assign workers to specific workstations. If this is not practical, workstations and shared office equipment should be wiped down with disinfectant surface wipes between users.	
Use flexible working arrangements where possible, such as working from home or other locations.	
Consider physical, distance or other controls to protect staff and visitors at physical interaction points such as counters or service desks, to maintain social distancing.	
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).	
Use telephone or video platforms for essential meetings where practical.	
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	
Review regular deliveries and request contactless delivery and invoicing where practical.	
Most lifts can safely take 2-4 people providing people can stand apart; display signs near lifts to advise and recommend physical distancing.	

GUIDELINES	ACTIONS
<b>Hygiene and cleaning</b>	
Provide alcohol-based hand sanitiser at multiple locations throughout the workplace, including entry and exit points.	
Provide disinfectant surface wipes to clean workstations and equipment such as phones, keyboard and mouse.	
Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces, bathroom surfaces, printers and lifts with appropriate cleaning agents.	

### Hygiene and cleaning

Ensure bathrooms are well stocked with hand soap and paper towels, and consider putting up posters with instructions on how to wash hands.

Clean frequently used areas at least daily with detergent or disinfectant.  
Clean frequently touched areas and surfaces several times per day.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

### GUIDELINES

### ACTIONS

#### Record keeping

Keep a record of name and a mobile number or email address for all staff, volunteers, visitors and contractors for a period of at least 28 days.  
Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.

Make your staff and visitors aware of the COVIDSafe app and its benefits to support contact tracing if required.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.