



COVID-19 Response Guidelines

Updated 10 July 2020



1. Responsibilities

This policy shall apply to all employees, contractors, sub-contractors and anyone visiting an operating site and/or building. No personnel shall be exempt from testing procedures.

Every employee, contractor and visitor: must report any case of suspected COVID-19 if they have had **close contact** with a suspected or confirmed COVID-19 case.

Close contact is defined as:

Being within approximately 1.5 metres of a person confirmed as having a positive case of COVID-19.

A person can be contagious 48 hours before the symptoms show up as well as after symptoms are present.

Close contact can occur while:

- Caring for, living with, visiting, or sharing a room/health care waiting area
- Having direct contact with infectious secretions of a COVID-19 positive case e.g. being coughed on, etc.

Personnel that have any symptoms related to the virus, a temperature of 37.4°C or over, fever, dry cough, sore throat or respiratory issues shall self-isolate and not come to the workplace. They shall inform their manager and local health authorities for advice.

All personnel shall follow fundamental controls e.g. regular handwashing, no physical contact and follow the 1.5 metre physical distance (social distancing) rule to minimize close contact. If any symptoms develop, personnel must self-isolate.

2. Context

The coronavirus (COVID-19) is a rapid evolving respiratory virus. Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick, very quickly. It is highly contagious and there is evidence that it spreads from person to person.

People with coronavirus may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath.

As a preventative measure all operating sites shall have in place a formal, proactive testing procedure. Temperature screening shall ensure that personnel with a fever (37.4°C or more) are restricted from entry into site operations and buildings.

Temperature screening is proposed as a pre-requisite to enter all site-controlled areas / activities and prior to travelling interstate.

A copy of this policy will be displayed at each screening point.

3. Personal Protective Equipment (PPE)

3.1 Preventative Controls and Best Practices:

Personal Hygiene

Be socially responsible and practice good personal hygiene habits. Following the below recommendations can drastically reduce risk exposure.

- ✓ Wash hands often for 40-60 seconds every time, scrub hands with soap for at least 20 seconds:
 - Before and after preparing food
 - After going to the toilet
 - Before and after eating
 - After coughing and sneezing
 - After removing personal protective equipment (PPE) such as masks and disposable gloves.
- ✓ Use hand sanitizers if soap and water is NOT available.
- ✓ Maintain good indoor ventilation.
- ✓ Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats.
- ✓ Avoid crowded places and close contact with people who are unwell or showing symptoms of illness.
- ✓ Avoid sharing food, cutlery, crockery, utensils and other personal hygiene items.
- ✓ Avoid physical contact such as shaking hands, kissing and avoid touching your face or rubbing your eyes.
- ✓ Wear a surgical mask if you have respiratory symptoms such as a cough or runny nose. It is not recommended that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
- ✓ Cover your mouth with a tissue when coughing or sneezing and dispose of the soiled tissue in the rubbish bin immediately and wash hands.
- ✓ Seek medical attention promptly if you are feeling unwell.
- ✓ Avoid unnecessary public gathering.

General Health & Hygiene

- ✓ Clean using alcohol-based wet wipes, screens, keyboard, mouse, phone, chairs and arm rests before usage.
- ✓ Clean and disinfect frequently touched objects and surfaces using detergents or disinfectants cleaning spray or wipe (i.e. screens, keyboards, mouse, chair arms, common areas).
- ✓ Provision and regular use of alcohol-based hand sanitizer dispensers.
- ✓ Maintain at least 1.5 metres distance between yourself and anyone who is coughing or sneezing.
- ✓ Open windows if possible.
- ✓ Do not come to work if you are unwell.
- ✓ Avoid organising gatherings in the office unless it is business critical.

3.2 COVID-19 Testing Personnel:

Appropriate PPE for testing staff shall be made available. No testing shall take place where PPE is not available. It is the responsibility of all BT Depots to have adequate and suitable PPE available at points of use. (Please contact Head Office and request PPE.)

All thermo-testers shall have at a minimum the following PPE available at the point of use. Where stock is depleted during testing the task will stop and replenishments sought.

Testing PPE shall include;

- Surgical N95 Respirators or P2 Respiratory masks
- Surgical or other approved gloves (note: non-medical gloves are not permitted or suitable in the prevention of COVID-19. It is suspected at this stage that COVID-19 may remain embedded in cloth surfaces)
- Eye protection is recommended in standard testing and mandatory for patients confirmed to be carrying or have been in contact with suspected COVID-19 cases.

3.3 Cleaning / Decontamination:

- ✓ Review your current external contractor cleaning schedule as it may need to be increased.
- ✓ Ensure all external cleaners have a copy of this policy ensuring compliance.

Appropriate PPE for cleaning staff shall be made available. No cleaning shall take place where PPE is not available. BT will be responsible for providing adequate and suitable PPE available at points of use. External cleaning contractors will be responsible to comply with this procedure. For all suspected or preventative environmental cleaning, a procedure shall be developed and used appropriately to reduce risk to both staff and workers. PPE is required to prevent:

- Exposure to microorganisms
- Exposure to cleaning chemicals (e.g., disinfectants)
- Reduce the spread of microorganisms from one staff to the other within the area (when used correctly)
- Cleaning should be performed by well trained staff, using the proper PPE. The correct donning and doffing of PPE should be followed.

The following PPE items are suggested for use when cleaning facilities likely to be contaminated by COVID-19: (External contractors will be engaged to conduct the cleaning process no BT employee is to partake the cleaning of a contaminated area)

- P2 dust disposable mask
- Other masks (according to SDS) will be used only if disinfecting is to be performed
- Goggles or face shield
- Disposable long-sleeved coveralls
- Disposable chemical gloves.

Best practice for PPE for cleaning staff is as follows:

- Perform hand hygiene immediately before putting gloves on and directly after removal

- Train cleaning staff on appropriate use, application, and removal of required PPE for all environmental cleaning procedures and tasks for which they are responsible
- Keep sleeves at or above the elbow to not interfere with glove use or hand hygiene
- Wear rubber-soled closed toe shoes or boots (i.e. not sandals), to prevent accidental injury (e.g. slips and falls) and exposure to cleaning chemicals, dirt, or bacteria
- Remove wristwatches and hand jewelry before starting cleaning tasks – these items can tear gloves and can also harbor microorganisms
- All PPE (reusable and disposable) should be in good supply, well-maintained (good quality, appropriately stored stocks), cleaned before use and in good repair
- Use chemical-resistant gloves (e.g. nitrile, latex) for preparation of cleaning chemicals.

Note. Poor fit of PPE components is an often-underestimated risk factor for PPE users. Coveralls, respirators, goggles, gloves and boots need to be provided in a variety of sizes.

3.4 Disposal of Contaminated PPE

Disposable PPE should be treated as potentially infectious material and disposed in accordance with national rules. The use of disposable or dedicated cleaning equipment is recommended; non-single use PPE should be decontaminated using the available products.

When other chemical products are used, the manufacturer's recommendation should be followed, and the products prepared and applied according to them. When using chemical products for cleaning, it is important to keep the facility ventilated (e.g. by opening windows) in order to protect the health of cleaning personnel.

3.5 Management of Potentially Soiled Laundry

Wear disposable gloves when handling dirty laundry from an infected person and discard after each use. If using reusable gloves, they should be dedicated for cleaning and disinfection of surfaces for COVID-19, should not be used for other household purposes and should be washed with soap and water before being removed. Wash hands immediately after gloves are removed.

- Avoid shaking dirty laundry to minimize the possibility of dispersing the virus in the air.
- Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
- Dirty laundry from an infected person should not be washed with other laundry, and segregation of laundry is recommended.
- Clean and disinfect laundry container as per surface cleaning procedures. If possible, consider placing laundry in a liner bag that is either disposable or can be laundered with the clothing in it, as this minimizes contamination potential.

All contaminated bedding and clothing must be treated as potentially infectious material. All bedding and clothing must be removed from all locations. Laundries exposed to contaminated bedding must be decontaminated in line with the above- mentioned recommendations.

4. Social Distancing

Social Distancing

Maintain at least 2 metres distance between yourself and anyone who is coughing or sneezing (although the minimum recommendation is 1.5 metres, personnel should practice a 2 metre rule to avoid close contact).

Why? When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain the virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing is infected.

Avoid touching eyes, nose and mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

Practice respiratory hygiene

Make sure you and the people around you follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands.

Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.

5. Testing Process

5.1 Arrivals

An arrival is deemed as any worker that is required to travel/depart or arrive at a BT Depot. These include drivers and sub-contractors, as well as visitors or any other person not covered in the list. These work groups shall be subject to mandatory temperature checks.

5.2 Temperature Testing

Testing must be done using provided thermometers. Social distancing requirements must be strictly observed by the screening personnel using the provided thermometers.

Temperature screening of employees, contractors and visitors to prevent the entry of people with elevated temperatures must be conducted daily & at each and every BT Depot (for drivers / sub-contractors). After testing is conducted, each inspected employee test must be marked as “completed” and, if applicable, have a temperature recorded.

Temperature screening will be conducted at a designated area/designated areas at each BT Depot by a designated tester. The manager of each office / depot will be responsible for testing or designation a responsible tester. The testing process will be conducted using thermal scanners requiring no skin contact. For ease of screening, consider reducing the number of access and entry points to the location.

If the scanner's reading result is within the normal range of body temperature (**equal to or less than 37.3°C**) then it is considered safe to allow access to the location. If a person's temperature is equal to or in excess of 37.4°C, the designated screener must follow the procedure to manage a person with symptoms and the person will not be allowed to enter the location to commence work. The person shall be placed in an approved location until reassessment occurs.

Re-testing timeframes

- Temperature reading equal to or >37.4°C shall be subject to further testing after a period of 1 hour
- Temperature reading after 1 hour equal to or >37.4°C will require a further 24- hour isolation
- Temperature reading equal to or >37.4°C for more than 24 continuous hours will be subject to further testing and the site-specific emergency response shall be enacted, and quarantine actioned for a period of 14 days.

In case of visitors or contractors, access to a location will not be allowed if the thermal scanner shows a temperature equal to or higher than **37.4°C**. Assistance if required will be provided by an approved site management team.

Note: Where national or local authorities recommend action to be taken on detection of a lower temperature than 37.4°C, this shall be complied with.

6. Response to High Temperature Reading

If the high temperature reading was take, the screening personnel shall complete *Appendix 5 – Temperature screening log*. Instruct the person to wear a face mask and wait in isolation for 1 hour before a second temperature check is conducted. A minimum distance of 2 metres must always be maintained between the person and all other people.

If the second temperature check returns a temperature below 37.4°C, the person can enter site operations.

Should the second temperature check return a temperature of 37.4°C or more, the person will be asked to return to their vehicle and go home. A face mask should be worn whilst in public places and a minimum distance of 2 metres must always be maintained between the person and other people. The person should remain isolated for 24 hours and monitor their symptoms.

After 24 hours isolation, the person can return to the site operations testing point. If the third temperature check returns a temperature below 37.4°C, the person can enter the site. Prior to entry or progressing an employee must complete a Self-Declaration.

Should the third temperature check return a temperature of 37.4°C or more, the person shall be instructed to return to their vehicle and go home. A face mask should be worn whilst in public

places and a minimum distance of 2 metres must always be maintained between the person and other people. The person should remain isolated for 14 days and monitor their symptoms. Prior to entry or progressing an employee must complete a Self-Declaration.

Should symptoms match those of COVID-19 (see above), the person should contact their state health department for further advice.

https://www.health.gov.au/sites/default/files/documents/2020/03/COVID-19-national-health-plan-primary-care-central-patient-COVID-19-triage-hotline_2.pdf

Further updates can be found here: <https://www.health.gov.au/news/health-alerts>

7. Management Reporting Process

Management shall act immediately if a high temperature reading is reported to them by screening personnel, and site emergency response plans must be initiated. The site emergency plan will be directed by the national WHS Manager in Adelaide. The contact number is 08 81691300.

Management must notify the line manager of the person tested to advise that they will not be reporting/returning to work. In the case of onsite testing, all persons that may have been in contact with this person should be identified and temperature checked.

A copy of this policy must be emailed to the person who has a high temperature so they can review the policy and procedure.

To manage the COVID-19 crisis, sensitive health information and other personal data will need to be collected to take protective measures (e.g. symptoms, positive for COVID-19, personal travel).

However, this sensitive information is subject to data privacy and protection laws around the world. Data regulators of over 20 countries have issued COVID-19 statements reminding companies to protect the privacy of this information. This collected data must:

1. Only be collected if necessary, to manage the COVID-19 crisis
2. Be strictly access-controlled and provided only to people with a need to know the information
3. Be secure, in line with state and local regulation
4. Be maintained in the strictest confidence
5. While a positive employee's identification may necessarily need to be disclosed to some people when performing contract tracing, such people should be reminded of the importance of confidentiality.

8. Return to Work

A person may only return to work once their temperature readings are below 37.4°C for a period of two consecutive days and no other symptoms of COVID-19 are present.

If a person has tested positive for COVID-19 by a medical professional, they must not return to site/work until they produce a negative test result. A person confirmed with COVID-19 will be

monitored by state health authorities during their isolation period and should follow the guidelines provided.

9. Sick Leave Payment

Provided the company's temperature checking procedures and general terms relating to sickness absence are complied with, the person is entitled to be paid out of accrued sick leave hours, subject to the usual deductions for use of sick leave.

10. Adherence to this policy

Failure to follow this policy will result in disciplinary action up to and including dismissal.

11. Medical Examinations

The company reserves the right to seek medical advice and personnel must submit to a medical examination by a company-nominated doctor or specialist, the results of which personnel will be required to provide to the company.

Examinations shall be conducted, and all medical correspondence shall be in line with state/local regulations including medical confidentiality.

12. Driver Self-Isolation

As a company we are putting in place measures that will ensure we have best practice policies to keep our employees, contractors and the public safe from becoming exposed to the COVID-19:

1. All non-essential contact with drivers is to be adhered to.
2. When a driver is at a customer's site they are to set up their trailer so it can be loaded, then return to the truck and self-isolate whilst the loading is taking place. The driver should not come in close contact with any person during this process.
3. Once the truck is loaded and the sites employees have removed themselves from the area, the driver can get out of his truck and restrain / check the load for the trip.

Company sites / depots

4. Drivers are to be directed not to attend the BT sites unless absolutely necessary.
5. Drivers are not permitted to enter any BT office facility nationally and encouraged not to enter any closed office environment of our customers and suppliers or food facilities.
6. Where possible all information will be provided by phone, and where possible paperless paperwork will be initiated, eg email, SMS, App.

7. If site access is deemed necessary and the driver must exit his vehicle all drivers and contractors are to at all times wear face masks and gloves when they are out of their vehicles.
8. If a driver does exit his vehicle in our depots a temperature check must be taken and recorded on your local record sheet.
9. If a driver / contractor needs to enter our depots they must only do so to drop off / collect paperwork. Whilst in our depots, they must wear a face mask and gloves. The driver must isolate in his truck at all times, they are not allowed to wander around the depots.

Workshop

10. Drivers requiring their trucks to be serviced are to drop the truck off and self-isolate away from the depot. If the driver is an interstate driver, the workshop will provide transport for self-isolation and/or a self-isolation room on the company site.
11. The driver is to drop off the truck. Communication of what is required is to be communicated over the phone.
12. The driver must be wearing a face mask and gloves when dropping of the truck and/or trailer if there is a need for them to exit the truck.

Interstate trips

13. Where possible, as a company we will plan changeovers at the borders which are restricted, so as to limit the travel into and out of zones that are considered hot spots.

Contactless Proof of Delivery

14. As a company, we encourage contactless POD. Company drivers and Sub-contractor drivers must adhere to the “Standard Operating Procedure Contactless Delivery & POD” (enclosed in *Appendix 1*).

Appendix 1 – SOP Contactless Delivery & POD

Standard Operating Procedure

Effective as of 10 July 2020

Applies to: All BT drivers and sub-contractor drivers

CONTACTLESS DELIVERY & POD

As a company, BT Transport & Logistics and our divisions LDJ Logistics and S&S Freight encourage Contactless Delivery and POD in order to minimise the spread of infections that can be transmitted via touching surfaces.

The following process is to be followed:

Always maintain social distancing.

We encourage ALL drivers to wear face masks, gloves and protective eyewear / glasses while outside their vehicles. ***If you have been to a published COVID-19 hotspot in the 2 weeks prior to the delivery, you MUST wear gloves and a face mask at all times when outside your vehicle.***

Obtaining the POD – Using the BT Transmate App:

1. Open the Signature Screen
2. Sign C/L (for contactless) in the signature screen
3. Type C/L (for contactless) and **the recipient's name** in the field underneath
4. Tap submit
5. Open the Photo screen of the app
6. Take a photo of either the recipient, their name tag, or their signature on a hardcopy document;
OR take a photo of your truck/load that somehow identifies the delivery location
7. When the photo appears, select OK (or retake if the photo is not suitable, e.g. blurry)
8. Underneath the photo, select "PHOTO"
9. Tap Submit
10. Tap Return to Consignment

Continue with the consignment as normal.

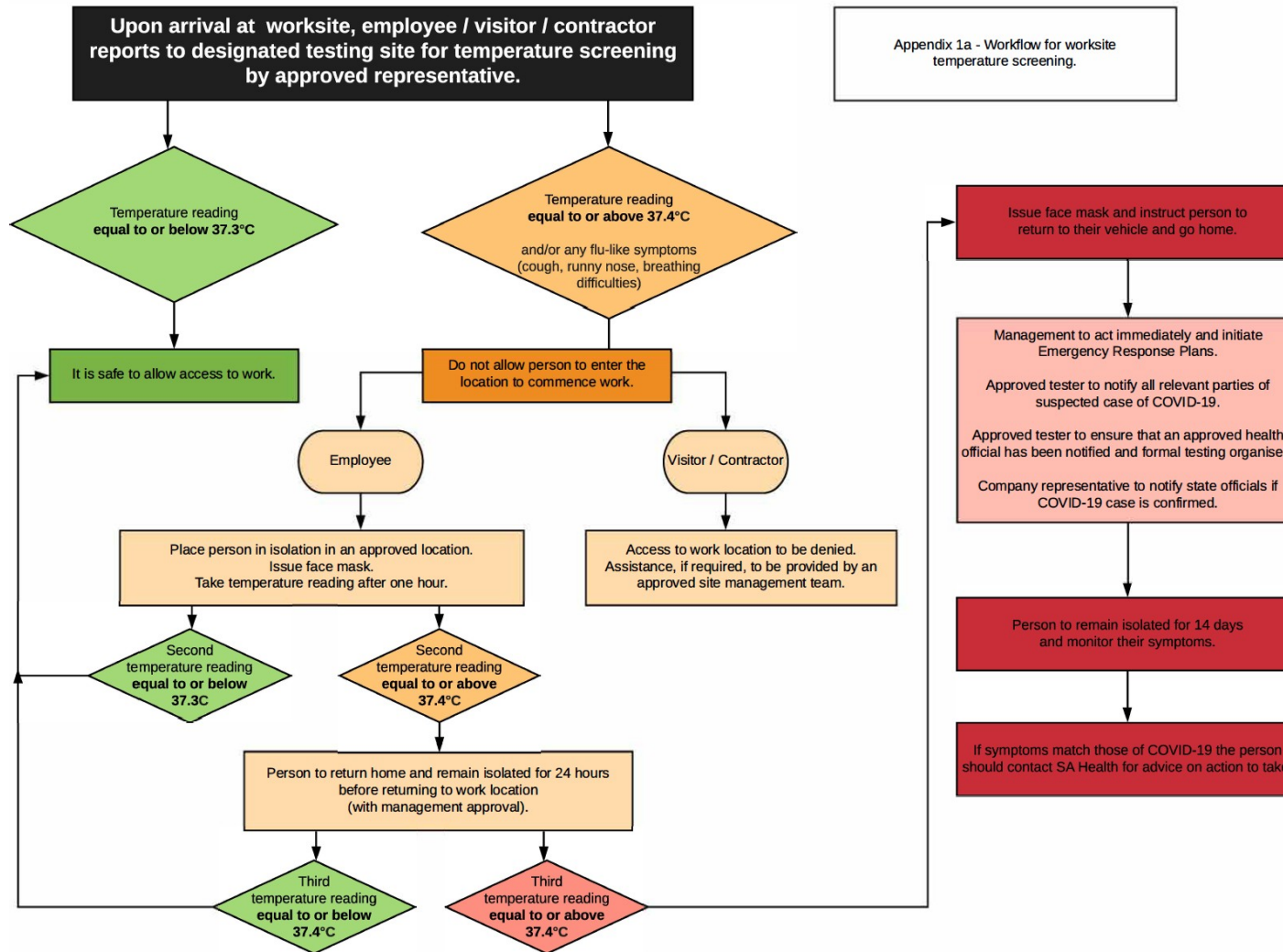
If a hardcopy POD (3rd party paperwork) is required:

We still encourage contactless delivery; where this is not possible we encourage the receiver to use their own pen to sign their name. If they are signing, they also need to print their name.

Remember to always maintain social distancing while acquiring a signature.

After handling the paperwork, wash your hands thoroughly and/or use hand sanitiser.

Appendix 2 - Workflow for Temperature Screening



Appendix 3 - How to Hand Wash

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the entire procedure: 40-60 seconds



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

All reasonable precautions have been taken by the World Health Organization to verify the information contained in this document. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall the World Health Organization be liable for damages arising from its use. WHO acknowledges the Hôpital Universitaire de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

© 2020 WHO

Appendix 4 - 14-Day Self Quarantine Guideline

14 DAYS SELF QUARANTINE GUIDELINE

Employees who have been put on self-quarantine should stay at place of residence and minimize close contact with others.

They should monitor their health closely and seek medical attention if they develop any fever or symptoms of acute respiratory illness such as cough or shortness of breath.

During 14 day self-quarantine:

1. You should always remain contactable. Ensure you provide your Mobile Phone Number to your Direct Manager and HR Representative.
2. Remain in your place of residence as much as possible during this period.
3. Minimize visitors to your residence. You should maintain a record of persons you come into close contact with during this period.
4. You may opt for delivery services or enlist the assistance of others for your daily necessities.
5. Monitor yourself for fever (e.g. fever $\geq 37.4^{\circ}\text{C}$) and respiratory symptoms such as cough and breathlessness.
6. You need to measure and record your body temperature twice a day i.e. once in the morning and once in the afternoon using the provided digital thermometer.

If you start developing symptoms while on self-quarantine (e.g. fever, cough, difficulties breathing), DO NOT IMMEDIATELY go to the doctor/clinic/hospital to avoid inadvertently spreading any potential infection.

If symptoms deteriorate:

- a) Based on the severity of the symptoms, the Doctor may take the decision to refer you to an adequate Medical Facility (i.e. a Medical Facility equipped with adequate diagnostic and treatment resources to deal with the Coronavirus).
- b) A quarantined person should not be referred to a Medical Facility without the go-ahead from a Doctor and without wearing adequate isolation equipment (i.e. face mask).

Observe good personal hygiene at all times:

- 1. Maintain good personal hygiene, including hand washing with soap and water or use of alcohol-based hand rub.
- 2. Cover your mouth when coughing or sneezing.
- 3. Maintain good indoor ventilation.
- 4. Avoid sharing food, crockery, utensils and other personal hygiene items.

Appendix 5 - Temperature screening log

Use this log when a temperature of 37.4°C or more is identified using provided thermometers.

Date	Name of the Personnel	Company Name	Temperature readings	Action Taken		
				Access granted	Access denied	Management Informed