

Commercial Passenger Vehicles Victoria

COVID-19 Safe Plan

COMMERCIAL
PASSENGER
VEHICLES
VICTORIA



CPVV COVID-19 Safe plan

Contents

Purpose.....	3
CPVV arrangements to keep workplace COVID-19 safe	3
<i>Workforce Hygiene</i>	4
<i>Workplace redesign</i>	7
<i>Record Keeping</i>	8
Arrangements for CPVV people ' physical and mental wellbeing	10
<i>Physical Health Support</i>	10
<i>Mental Health Support</i>	10
Process to respond to a suspected or confirmed COVID-19 case at workplace.....	10
<i>Isolate the person immediately:</i>	10
<i>Inform the HR team</i>	11
<i>Confirm the contact details of the person</i>	11
<i>Transport the person home:</i>	11
<i>Trace the close contacts</i>	11
<i>Close the infected areas and inform high risk people:</i>	11
<i>Clean and disinfect</i>	11
<i>Communicate:</i>	11
<i>If the employee tests positive for COVID-19 notify WorkSafe Victoria immediately:</i>	12
<i>Notify SSP of suspected or confirmed case</i>	12
<i>Re-open the workplace</i>	12
Review and Maintenance	12
Appendices	12
<i>Appendix 1 – CPVV Pandemic Plan</i>	12
<i>Appendix 2 – SSP notification guide</i>	13
<i>Appendix 3 – QAC Standard Operating Procedure for COVID</i>	13
<i>Appendix 4 – Information gathering template</i>	13

CPVV COVID-19 Safe plan

Purpose

Purpose of the document is to ensure safety and wellbeing of CPVV people (employees, contractors) and visitors) during the coronavirus disease (COVID-19) pandemic. This plan details the arrangements CPVV has in place to keep employees, contractors and visitors safe while attending a CPVV worksite.

The plan sets out COVID-19 related arrangements/process CPVV has in place:

- Safe workplace arrangements
- Arrangements for our peoples' physical and mental wellbeing
- Process to handle a suspected/confirmed case of COVID-19 at workplace

CPVV Pandemic Response Plan outlines the strategic approach CPVV takes to minimise the impacts and consequences of pandemic influenza on our people and industry. Please refer Appendix 1 for the pandemic plan.

COVID-19 Safe plan sets out the details of actions and controls specific to coronavirus pandemic.

CPVV arrangements to keep workplace COVID-19 safe

To mitigate the risk of COVID-19 introduction or spread at workplace, CPVV has taken following actions

1. Workforce Hygiene
2. Workplace Cleaning
3. Redesign Workplace
4. Record Keeping

These safe workplace controls have been implemented at both worksites; 1 Spring Street (1SS) and Quality Assurance Centre (QAC).

CPVV COVID-19 Safe plan

Workforce Hygiene

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
<p>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for people.</p>	<p><i>Hand sanitation stations at entry on both levels 24 and 25 of 1 SS and QAC – with two hand sanitiser bottles and hand towels.</i></p> <p><i>One hand sanitation station at entry point of each desk row on both the levels, tissue boxes on all desks.</i></p> <p><i>All meeting rooms have hand sanitisers and tissue boxes.</i></p> <p><i>All common areas (kitchen, meeting rooms, breakout areas) have cleaning products, hand sanitisers and hand towels.</i></p>
<p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p>	<p><i>Building manager ensure that air condition of all the levels in 1SS and QAC is set for optimal airflow.</i></p>
<p>In areas or workplaces where it is required, ensure all people wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to people that do not have their own.</p>	<p><i>All employees (and contractors?) have been supplied with face masks (i.e. 4 washable face masks per person) and</i></p> <p><i>Safety Compliance Officers (SCO) have been provided 30 washable masks each. In addition, CPVV has a stock of 10,000 disposal masks for use by people as required.</i></p> <p><i>Along with masks, SCOs have been provided with special Personal Protective Equipment (PPE) as their work need to get in contact with general public. SCOs have been provided with gloves, face shields, disinfect sprays, garbage bags to dispose the used gloves and surgical masks, small pocket hand sanitisers and large hand sanitisers to keep in vehicles.</i></p> <p><i>CPVV QAC office is provided with extra supplies as some SCOs regularly work from this worksite.</i></p> <p><i>It is mandatory for all people working from a CPVV worksite to wear a masks all the times.s.</i></p> <p><i>Our people are educated about appropriate use of surgical masks and other PPEs and safe disposal after use.</i></p>
<p>Provide training to our people on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<p><i>Our people are regularly communicated about updated information on</i></p> <ul style="list-style-type: none"> <i>• CEO weekly updates</i> <i>• HR emails as soon there are any updates from DHHS</i> <i>• Divisional Directors meet virtually with their divisions to pass on the critical information to their staff and respond to all queries.</i> <i>• Managers also catch-up virtually with their teams to pass on the information and understand if any concerns raised by the team members</i> <p><i>For all communications, use DHHS as single source of truth, along with the advice in emails, staff is directed to DHHS website for more information on latest advice and importance of good hygiene is reinforced all the time in all communication.</i></p>
<p>Replace high-touch communal items with alternatives.</p>	<p><i>Lifts of the building have been upgraded to enable contactless operation</i></p> <p><i>Kitchen doors are kept open all the time to reduce the touches at that point</i></p>

CPVV COVID-19 Safe plan

Guidance	Action to mitigate the introduction and spread of COVID-19
	<p><i>No sharing of equipment unless it is absolute necessary and special care is taken while using shared devices like sanitise hands immediately after the use, wipe the device immediately after the use</i></p>

CPVV COVID-19 Safe plan

Workplace Cleaning

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
<p>Increase environmental cleaning (including between changes of our people), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p><i>Meeting rooms, collaborative space, breakout area, kitchen, all high traffic areas are cleaned and disinfected every day.</i></p> <p><i>Lifts, entry point, door handles, kitchen counters the high-touch points are cleaned and disinfected more frequently (e.g. twice a day) despite of a smaller number of people in office.</i></p> <p><i>All common areas (kitchen, meeting rooms, breakout areas) have cleaning products, hand sanitisers and hand towels</i></p> <p><i>Our people are encouraged to wipe the surfaces of any common area immediately after use.</i></p> <p><i>Our people are instructed not to use any shared resources, like shared computers, phones, desks etc unless absolute necessity</i></p> <p><i>Our people who need to use other devices for work purposes (e.g. Digital Services), are instructed to use PPE items (gloves, masks), clean the device and sanitise their hands immediately after use of the device.</i></p>
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p><i>Enough cleaning product supplies are stocked in both office sites</i></p> <p><i>QAC is provided with extra stock of the supplies as SCOs work form QAC more frequently</i></p> <p><i>Workplace officer keeps a record of the stock and monitors regularly, also has engaged suppliers to ensure the items are available have been needed</i></p>

CPVV COVID-19 Safe plan

Workplace redesign

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
<p>Ensure that all our people can work from home, do work from home.</p>	<p><i>Legal and Regulatory Services, Corporate Services and the Strategy and Insights divisions have roles that may be required to work from a CPVV worksite at times for some specific tasks.</i></p> <p><i>Only these identified critical roles have been issued work Permitted Work Permits to allow them to work from a CPVV work site when needed</i></p> <p><i>For any other individual who needs to work from a CPVV work site, they need prior approval from their divisional Director and clearly state the reason for attending a CPVV work site. . Post that, if appropriate, a Permitted Work Permit would be issued by the CPVV CEO.</i></p> <p><i>All other CPVV people who can perform their duties from home have been doing so since March 2020.</i></p> <p><i>Technology has been upgraded to enable efficient remote working and remote working devices have provided along with other essential equipment to make the home office setup as suitable as possible</i></p> <p><i>SCO and Digital Services people hand delivers or send via parcel post the required equipment to ensure our people don't have to attend a CPVV work site to collect any essential items.</i></p>
<p>Establish a system that ensures our people are not working across multiple settings/work sites.</p>	<p><i>Individuals work from one CPVV work site only. , occasionally, might need to work from multiple locations. In such situation, the divisional Director is informed</i></p>
<p>Establish a system to screen employees and visitors before accessing the workplace.</p> <p>Employers cannot require individuals to work when unwell.</p>	<p><i>1SS Building management have the screening system and visitors form to capture details of people coming to office. And at QAC, a register is maintained to record details of all visitors, their sign-in and sign-out times</i></p> <p><i>Our people have been communicated to stay home if not well and to inform their line managers</i></p> <p><i>Special Leave is available for any employee who tests positive for COVID-19.</i></p>
<p>Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.</p>	<p><i>Work practices have been redesigned to ensure safe working distances are maintained when staff are required to work in the same location.</i></p> <p><i>Unnecessary furniture In meeting rooms and common areas, has been removed to ensure safe physical distancing</i></p>
<p>Modify the alignment of workstations so that our people do not face one another.</p>	<p><i>Office seating arrangement is done in such a manner that individuals do not face each other directly.</i></p> <p><i>Workplace has been modified to comply with safe physical distancing</i></p>

CPVV COVID-19 Safe plan

Guidance	Action to mitigate the introduction and spread of COVID-19
Minimise the build-up of employees waiting to enter and exit the workplace.	<p><i>Only very few individuals work from a CPVV work site , minimising build-up in workplace.</i></p> <p><i>In the circumstances when individuals need to work from a CPVV work site , they have been instructed to go in flexible working hours</i></p>
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	<p><i>Individuals are trained to maintain social distancing</i></p> <p><i>Information is shared by email, discussed in local team meetings and posters in common areas are displayed, to remind and enforce messaging to follow the guidelines from DHHS.</i></p>
Review delivery protocols to limit contact between delivery drivers and staff.	<p><i>Deliveries are received by dedicated staff from building management team and delivery is kept in storage area.</i></p> <p><i>Respective workplace manager is informed about the parcel. Hence, minimal contact between delivery drivers and individuals.</i></p>
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	<p><i>CPVV has work routines in place to ensure minimum number of people work from office at one time.</i></p> <p><i>To ensure safe physical distance is maintained, individuals work from desks with appropriate spacing between desks</i></p>

Record Keeping

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<p><i>All visitors are required to fill in "CPVV- visitors Form" and the details are recorded by building management</i></p> <p><i>Individuals travelling to work for essential reasons, must seek approval from divisional Director. Swipe cards used to access the building, records the attendance in security system. The information can be extracted if needed.</i></p> <p><i>During Stage 3 individuals would require prior approval from their director to attend the office</i></p> <p><i>To comply with Stage 4 restrictions, only essential works with signed Permitted Workers Permit. HR has issued CEO approved permits to essential individuals.</i></p> <p><i>QAC – For employees working from QAC, a register is maintained with shift timings and employee details</i></p>

CPVV COVID-19 Safe plan

Guidance	Action to ensure effective record keeping
<p>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</p>	<p><i>Any people comes to know about any OHS hazard or incident informs HR or local Occupational Health and Safety Representative. Relevant teams are engaged to resolve the issue.</i></p> <p><i>Incident Report template is available on the intranet and are required to be completed and submitted via email to HR. Appropriate control measures are introduced if necessary.</i></p>

As CPVV Safety Compliance Officers work on field and also visit QAC office location more frequently for conducting compliance activities (including, but not limited to; vehicle inspections, camera downloads at the Quality Assurance Centre (QAC), BSP visits, etc.) . a detailed standard operating procedure is created to ensure their safety during this pandemic. Please refer to Appendix 3 for the plan.

CPVV COVID-19 Safe plan

Arrangements for CPVV people ' physical and mental wellbeing

Physical Health Support

- Provide necessary information for correct work from home setup and a checklist to perform workstation ergonomic assessment
- Ensure all individuals do ergonomic self-assessment and confirm correct setup of their ICT device setup at home and report any issues
- Individuals are encouraged to avoid long time sitting and take small breaks and do some physical movements
- DHHS health advice is regularly communicated to all people
- Share wellbeing information and conduct online exercise classes

Mental Health Support

- Management continuous efforts to keep individuals informed, engaged and connected
- Support to individuals to maintain balance in their professional and personal lives (e.g Flexible working hours, special leaves).
- Individuals are encouraged to take time off, have a break from work and take care of themselves
- Develop and launch Mental Wellbeing online page with updated information and ideas to manage self and others
- Additional efforts are made at all levels to keep people engaged and stay connected, as if they are in the office) by introducing CEO online forums, divisional trivia, team virtual coffee catch-up; celebrate RUOK Week
- Additional support is made available from an external consultant to provide suggestions on effective ways of working remotely remote
- Multiple Pulse Surveys are done to understand our peoples' views/concerns and leadership is taking action accordingly to support
- Employee Assistance Program (EAP) is available to support employees
- Engaged external consultant to provide training on "Working as One" to increase team collaboration and understanding

Process to respond to a suspected or confirmed COVID-19 case at workplace

If an employee, contactor, client or visitor at work premises is suspected to have COVID-19, or is found to be a close contact of someone who has tested positive to COVID-19, the following actions must be taken promptly to avoid the spread and manage the health risk to the employees.

Isolate the person immediately:

- If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help
- Provide the appropriate PPE to the person suspected/confirmed case and isolate from others.
- The person assisting must also put on appropriate PPEs

CPVV COVID-19 Safe plan

Inform the HR team

- As soon any employee becomes aware of such case, they must inform their Manager and HR team.
- Complete an Incident Report detailing all events and action taken.

Confirm the contact details of the person

- Before transporting the person home/medical facility, ensure you have got their current contact details.
- Gather all the required information as mentioned in Appendix 4

Transport the person home:

- Ensure the person has transport to home, or to a medical facility if necessary
- Ensure use of personal mode of transport like taxi/ride share and the person must
 - o wearing a surgical mask,
 - o sit in back seat,
 - o practising good hand hygiene and cough/sneeze hygiene,
 - o minimise the contact with anything and
 - o contactless payment (paying by card).
- Not to use public transport, unless there is no other option. If had to use public transport, must follow the advice from DHHS

Trace the close contacts

If possible, talk to the person and make a note about the areas they have been in the workplace, who they have been in close contact within the workplace and for how long.

This information will help in assessing the risk and also might be requested by state health authority for investigating similar cases (i.e. clusters)

Close the infected areas and inform high risk people:

- Close off affected areas or the entire office depending on the risk assessment. Do not let others use or enter until areas have been cleaned and disinfected
- Inform the close contact people about the risk they have been exposed to and provide appropriate advice and transport these close contacts home in personal mode of transports
- The close contacts must isolate themselves and get tested, and stay in isolation unless results are confirmed
- Send all employees home and instruct them to follow DHHS guidelines while travelling home. Wherever possible, employees should use personal mode of transport and get themselves tested.

Clean and disinfect

- Records and Workplace should engage with cleaners to ensure that all areas, for example offices, bathrooms, kitchens and common areas and equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected or disposed of.

Communicate:

- Building management must be informed about any confirmed or suspect cases found at workplace
- All employees should be informed about the cases and keep updated with the latest information

CPVV COVID-19 Safe plan

If the employee tests positive for COVID-19 notify WorkSafe Victoria immediately:

- HR team will contact WorkSafe Victoria to notify about the confirmed case and will share the details requested.
- Act as directed by WorkSafe Victoria or call DHHS helpline to seek advice

Notify SSP of suspected or confirmed case

- Director, Corporate Services should be informed about any suspected/confirmed cases in office, this notification is required even for employees that have been working remotely
- Director, Corporate Service will further notify SSP as per the process in Appendix 2

Re-open the workplace

- The workplace must be thoroughly cleaned and disinfected
- Our people to be informed when it is safe to return to office
- Our people must take care and follow the guidelines while working from office
- Reinforce the message, any unwell or suspected person should stay home
- Employees who can work from home, must work from home

Review and Maintenance

The document will be reviewed and updated regularly to keep it current, and latest version would be made available to all employees. Latest version of the document would be maintained in CM9.

Version	Author	Comments	Date
0.1	Poonam Sharma	Initial Draft	7/08/2020
1.0	Sean Jameson	Reiewed, edited and approved	8/09/2020
1.0	Poonam Sharma	Added QAC covid operating plan in Appendix 3	8/09/2020

Appendices

Appendix 1 – CPVV Pandemic Plan



CPVV Pandemic
Response Plan - MacI

CPVV COVID-19 Safe plan

Appendix 2 – SSP notification guide



SSP Client Guide for reporting cases of Co

Appendix 3 – QAC Standard Operating Procedure for COVID



QAC inspection - CDL - COVID19 policy

Appendix 4 – Information gathering template

Employee Personal Details

Name:	
Date of Birth:	
Age:	
Gender:	
General Health:	
Residential Address:	
Contact number:	
Email Address:	

Work Details

Position Title:	
Nature of Role:	
Branch:	
Division:	
Usual Work Location:	
Line Manager Name and Contact Details:	

CPVV COVID-19 Safe plan

Executive Name and Contact Details:	
-------------------------------------	--

COVID-19 TEST and Movements Details

Date Symptoms Presented:	
Date COVID Test taken (obtain a copy of the test):	
Date Positive test result received:	
Date last attended office worksite:	
What hours did the individual attend the site over the previous three days? (If applicable)	
Known movements within building (if applicable) · Which entry/exit points did the individual use over the previous three days? (e.g. car park, entrance doors)	
· What common areas of the building did the individual use over the previous three days? (e.g. lobby area, lift lobby area, lower lifts, upper lifts etc.)	
Exposure Site address and floor (if applicable)	
Is there a Fleet Vehicle that has been exposed?	
Date of Initial Notification and to Whom:	
Current symptoms and how they are feeling:	
Background or Other Information:	
Office Worksite Impacts?	
Worksafe Notification Required?	