

CLASS Locksmiths COVID Safety Plan – effective 25/2/2022

During the COVID-19 pandemic we are committed to servicing our customers and will endeavour to carry on business within the overriding directions of ACT Health Orders, our Work Health and Safety obligations, and the overarching priority of the health and safety of our staff and customers.

This COVID Safety Plan has been based on the COVID-10 Safety Checklist for Small Business provided by the ACT Government COVID-19 web site - <https://www.covid19.act.gov.au/>

The 10 Key Actions for COVID Safety

1. Register for Check in CBR and display your QR Code (if required)
2. Encourage physical distancing
3. Provide hand sanitiser and encourage good hygiene
4. Wear face masks and other personal protective equipment
5. Undertake regular cleaning and disinfecting
6. Display COVID safe signage
7. Adhere to capacity limits
8. Exclude staff and customers who are unwell
9. Daily check in with employees and training
10. Encourage contactless deliveries, click and collect

BUSINESS NAME: CLASS Locksmiths (Company name: Complete Lock and Security Services Pty Ltd)
ABN/ACN: 40 008 614 220 / 008 614 220
FULL ADDRESS: 51-55 Kembla Street Fyshwick ACT 2609

1. Register for Check in CBR and Display your QR Code (if required by a Public Health Emergency Direction)

QR codes have been registered for our premises and for each of our service vans.

When a public health emergency mandates “Check In CBR” for our business, signage displaying the Check in CBR QR code is displayed at the entrance to our premises, at the point of sale front counter, at the entrance to the general office and for each of our service vans.

When no longer mandatory, the Check In CBR code is still displayed on the front counter for customers who choose to voluntarily use it to keep a record of where they have been.

Front counter staff have the capability to check in people using the business profile function of the Check In CBR app.

2. Encourage physical distancing

A sign encouraging physical distancing is displayed on the front door to our showroom. Physical distancing markers have been introduced on the floor in the shop to make it easy for customers to maintain physical distancing.

Regular COVID newsletters to staff are a constant reminder to staff to maintain physical distancing.

3. Provide hand sanitiser and encourage good hygiene

Hand sanitiser is available to customers, visitors, and staff in all areas.

All staff are responsible for their area or van.

The Procurement Manager is responsible for keeping adequate supplies on hand.

Customers are encouraged to use contactless payment methods - cash is discouraged.

4. Face masks and other personal protective equipment

Face masks are provided to all staff.

Face mask requirements are communicated to all staff when changes occur via our regular COVID newsletters.

Gloves and wipes are provided to all staff for wiping down surfaces daily and as required.

5. Undertake regular cleaning and disinfecting

Each staff member is responsible for daily cleaning their workstation and phone.

Each area is responsible for cleaning the general surfaces in their area.

Staff members that use the lunchroom are responsible for cleaning the table, utensils, cutlery, and sink - and emptying the garbage bin when full.

6. Display COVID safe signage

COVID safe signage as applicable to the current ACT Health Orders are displayed prominently at the entrance to our premises, the point of sale front counter, the staff entrance, office whiteboards, kitchens, and bathrooms.

7. Adhere to capacity limits

The premises has been measured and a capacity limit of 20 has been established for the shop/showroom. When capacity limits are in force for our business appropriate signage is displayed at the front door and limits on staff numbers present in offices and the lunchroom are imposed.

8. Exclude staff and customers who are unwell

A sign instructing customers to stay at home if unwell is posted on the front door to our premises.

Staff are instructed to stay at home if unwell. Special provision has been made to support staff who test positive or are required to isolate.

Service will not be provided at customer sites where someone is in quarantine after testing positive.

9. Daily check in with employees and training

Company policy requires employees to notify management if they are unwell.

The following staff have been trained in Infection prevention and control: Jason Perry, Ben Lau, Luke Chalmers, Kyle McDonald.

Regular COVID newsletters keep all staff informed of Health Orders, Restrictions, Changes - and where to direct questions, concerns or ask for assistance.

COVID-19 policies requirements, and training are addressed at monthly staff meetings.

Special provisions have been made to support staff in the event they test positive or are required to isolate.

Our priority is the health and safety of our staff and customers:

- Processes are in place to allow On Road locksmiths to work remotely when infection conditions dictate
- Separate QR codes exist for each Van in addition to our premises
- A protective acrylic Shield has been installed on the front counter for the protection of our customers and staff
- All staff are consulted on health and safety issues that affect them. Masks, sanitisers, gloves, disinfectant etc are made available to all staff

Management support staff to ensure they are treated respectfully by customers.

10. Encourage contactless deliveries

Deliveries are directed to be unloaded in the back warehouse/garage to avoid interaction with our staff.

Assessing a COVID-19 Exposure in the Workplace:

Triggers for undertaking a workplace exposure assessment include:

- A staff member testing positive or being required to isolate
- A notification from ACT Health that our premises is an exposure location

The assessment will follow the "Recommended steps for workplaces following a COVID-19 exposure at your workplace" on the ACT COVID-19 website.

Administrative Controls

The CLASS Management Team monitor public health communications about COVID-19 and ensure that workers have access to that information. Sources include::

[ACT Government – COVID-19 Information, Advice, Updates](https://www.covid19.act.gov.au/home)
(<https://www.covid19.act.gov.au/home>)
[Health Department – coronavirus information and resources](https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert?inf_contact_key=d0b9917e436888bdb141c6d286aaa255)
(https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert?inf_contact_key=d0b9917e436888bdb141c6d286aaa255)
[Smart Traveller–DFAT travel advice](https://www.smartraveller.gov.au/?inf_contact_key=46cf9ed489f3a0a3a283758228518d7e)
(https://www.smartraveller.gov.au/?inf_contact_key=46cf9ed489f3a0a3a283758228518d7e)
[Fair Work Ombudsman – Coronavirus and Australian Workplace Laws](https://www.fairwork.gov.au/about-us/news-and-media-releases/website-news/coronavirus-and-australian-workplace-laws?inf_contact_key=9a67a658a0d4bf1fcf28956e92d9c574)
(https://www.fairwork.gov.au/about-us/news-and-media-releases/website-news/coronavirus-and-australian-workplace-laws?inf_contact_key=9a67a658a0d4bf1fcf28956e92d9c574)
[NSW Government – Coronavirus Updates](https://www.health.nsw.gov.au/Infectious/alerts/Pages/coronavirus-faqs.aspx?inf_contact_key=ed62cb6dc2d919b4379437b690cea9a2)
(https://www.health.nsw.gov.au/Infectious/alerts/Pages/coronavirus-faqs.aspx?inf_contact_key=ed62cb6dc2d919b4379437b690cea9a2)

Management communicates frequently with staff on COVID-19 requirements and changes via email newsletters and collaborate with employees at our monthly staff meetings

Employees are encouraged to:

- self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure
- report any person with symptoms of the virus who has attended a site or who has had contact with COVID-19

Workshop

- Ensure hands are cleaned with soap and water for 20 seconds, or with an alcohol-based hand rub.
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow - and move away from other people where possible. Do not cover with your hand, and if this cannot be avoided, wash your hands as above at the earliest possible convenience.
- Posters describing best practice displayed prominently in staff areas.
- Avoid any close contact with people exhibiting cold or flu-like symptoms.
- Ensure workstations and common areas are cleaned regularly with antiseptic products.
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible
- Resources and work environment provided that promotes personal hygiene. For example, provide tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces.
- When working on customer vehicles, wear gloves and where possible wipe all surfaces and keys etc with alcohol wipes.
- Minimise the number of people in the workshop and keep the required separation (1.5m)

Scheduling Jobs on Customer Sites (On Road)

To fulfill our Work Health and Safety obligations to our staff we need to ensure that we do not send our On Road locksmiths to premises where someone is quarantining after testing positive or is suffering COVID symptoms.

Before the job can be scheduled the following COVID-19 Protocol must be satisfied:

"Is there anyone on site quarantining after testing positive to COVID-19 or suffering from COVID symptoms?"

- If the answer is "NO" the job can be scheduled.
- If the answer is "YES" the job must be deferred until clearance has been provided by ACT Health.

Attending Domestic locations

- Check with customer if they are in self isolation, exhibiting cold or flu-like symptoms or have been in contact with any one with COVID-19.
- Ensure hands are cleaned with an alcohol-based hand rub on arrival and on departing the premises.
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow - and move away from other people where possible. Do not cover with your hand, and if this cannot be avoided, wash your hands as above at the earliest possible convenience.
- Avoid any close contact with people.
- Wear a face mask if a high-impact setting or you feel at risk
- Offer EFTPOS as the preferred form of payment.

Attending Commercial locations

- Comply with instructions issued by client, Aged Care Facilities, Government Departments, Management Facilities, Hospitals etc before entering premises
- Make available to the client, via our website, our COVID-19 Safety Plan/Protocol.
- Report any person with symptom of the virus who has attended a site or who has had contact with COVID-19
- Ensure hands are cleaned with an alcohol-based hand rub on arrival and on departing the premises.
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow - and move away from other people where possible. Do not cover with your hand, and if this cannot be avoided, wash your hands as above at the earliest possible convenience
- Avoid any close contact with people.
- Wear a face mask if a high-impact setting or you feel at risk
- Wear disposable gloves.
- Wipe door furniture, locks and keys etc you are required to work on, with alcohol wipes where practical.

Showroom/Front Counter

A protective acrylic Shield has been installed on the front counter for the protection of our customers and staff.

Social distancing markers have been introduced on the floor of the showroom/front counter.

Display signs prominently for customers to read and take appropriate action before approaching the front counter:

Help stop the spread of coronavirus by

- *keeping your distance*
- *not shaking hands or exchanging physical greetings*
- *wherever possible staying 1.5 metres apart*
- *practicing good hand hygiene*

On entry to our premises, we provide customers and the public with alcohol-based hand rubs containing at least 60 percent alcohol, tissues and no-touch trash cans.

Posters describing ACT Health requirements, recommendations, and best practice displayed prominently at the shop entrance and the front counter.

All commonly touched surfaces are wiped down frequently and visitors advised if they are unwell, they should reconsider visiting the premises.

Offer EFTPOS as the preferred form of payment.

All staff

- Regularly wash your hands or use hand sanitiser
- Ensure your vehicles are sanitised by wiping the dash etc
- Take personal responsibility for wiping down your desk, workstation, keyboard, mouse, telephone, etc
- All employees need to continue to be vigilant. If experiencing symptoms associated with COVID-19 coronavirus, do not report to work until tested and given the all-clear from a doctor, or completed the required isolation period.
- All employees need to follow the advice provided by the relevant authorities in relation to travel and other COVID-19 restrictions.

- If anyone believes an activity that they are about to engage in potentially exposes them to COVID-19 coronavirus they are required to report their concerns to their manager prior to commencing the activity and seek direction from their manager.

The main symptoms of COVID-19 are:

- fever or chills
- cough
- sore throat
- shortness of breath or difficulty breathing
- runny or blocked nose
- loss of smell or taste

Less common symptoms are:

- muscle pain
- joint pain
- diarrhoea
- nausea
- headache
- vomiting
- loss of appetite
- fatigue
- unexplained chest pain
- conjunctivitis (eye infection)

PLEASE - IF YOU ARE NOT WELL (FOR ANY REASON) DO NOT COME TO WORK AND POTENTIALLY EXPOSE OTHER STAFF.