

## C.L.A.S.S. Locksmiths COVID-19 Protocol – effective 18/3/20

During this challenging and unpredictable time, we at C.L.A.S.S. Locksmiths, have the health and wellbeing of our employees and clients at the forefront of our minds. As we keep up to date with the situation surrounding the Coronavirus (COVID-19) pandemic through verified sources, we wish to let you know that we intend to continue business as usual wherever possible.

These are the preventative steps we have taken to minimise the risk of contracting or spreading COVID-19 in all areas of C.L.A.S.S. Locksmiths and client contact.

### Administrative Controls

- Monitor public health communications about COVID-19 recommendations and ensure that workers have access to that information. Frequently check the following:

ACT Government – Coronavirus Updates (<https://health.act.gov.au/about-our-health-system/novel-coronavirus-covid-19>)

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))

- Collaborate with workers to designate effective means of communicating important COVID-19 information.
- Encourage employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.
- Report any person with symptom of the virus who has attended a site or who has had contact with COVID-19
- Deferred our overseas work until further notice.

### 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
- Providing resources and a work environment 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 appropriate separation (2m)

### **Scheduling Jobs on Customer Sites (On Road)**

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

Have you or anyone from your household or workplace:

1. been diagnosed with, or developed symptoms of, COVID-19 Coronavirus, or been required to quarantine or self-isolate by a health professional, or been feeling unwell or have cold/flu symptoms?
  2. recently returned from overseas or one of the Australian high-risk infectious regions/designated "hot spots" within the past 14 days?
- If the answer to both questions is "NO" the job can be scheduled.
  - If the answer to either question is "YES" the job must be deferred for at least 21 days from the current date.

### **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 required – or in a closed room for more than 10 minutes or where distancing cannot be maintained.
- 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 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 required – or in a closed room for more than 10 minutes or where distancing cannot be maintained.
- 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, provide customers and the public with alcohol-based hand rubs containing at least 60 percent alcohol, tissues and no-touch trash cans.

Posters describing best practice displayed prominently at the front counter.

Ensure all commonly touched surfaces are wiped down frequently and also advise visitors that 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.

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

### **Lunchroom**

- Keep the number of people in the lunchroom at any time to a maximum of three
- Keep the appropriate separation (currently 2mx2m)
- Wipe down the table, sink, bench, microwave each day

### **Meeting Room**

- Keep the number of people in the meeting room at any time to a maximum of four
- Keep the appropriate separation (currently 2mx2m)

### **Offices**

- Jim, Michael – restricted to one person
- Graham – restricted to two people at any one time – keep separation (2mx2m)
- Ron/Lyn – restricted to two people at any one time – keep separation (2mx2m)

### **ACT Community Transmission**

On Road personnel are to work from home during periods of community transmission in the ACT:

- On Road locksmiths will have remote access to the company computer systems
- A manual back up system is in place if computer connectivity not available
- On Road locksmiths are to no longer enter the company premises
- Paperwork and materials dropped off/picked up via the courtyard (email ahead for requirements; notify the office when you are calling by the courtyard for dropping off or picking up
- This will improve the WHS of the organisation and the staff by reducing the risk of the entire organisation going into quarantine if one person is infected