Australia Post

COVIDSafe Plan

Managing the risk of COVID-19 in our workplaces

Plan approved by: General Manager, Group Safety & Wellbeing

Version: 12 (Updated 23 December 2021)

1 Context and Application

This COVIDSafe Plan is intended to provide a summary of, and guidance in relation to, the controls available to manage the risk of COVID-19 in our workplaces. It applies to all our relevant workplaces and will be applied in conjunction with relevant Public Health Orders (PHOs) and guidelines in each jurisdiction.

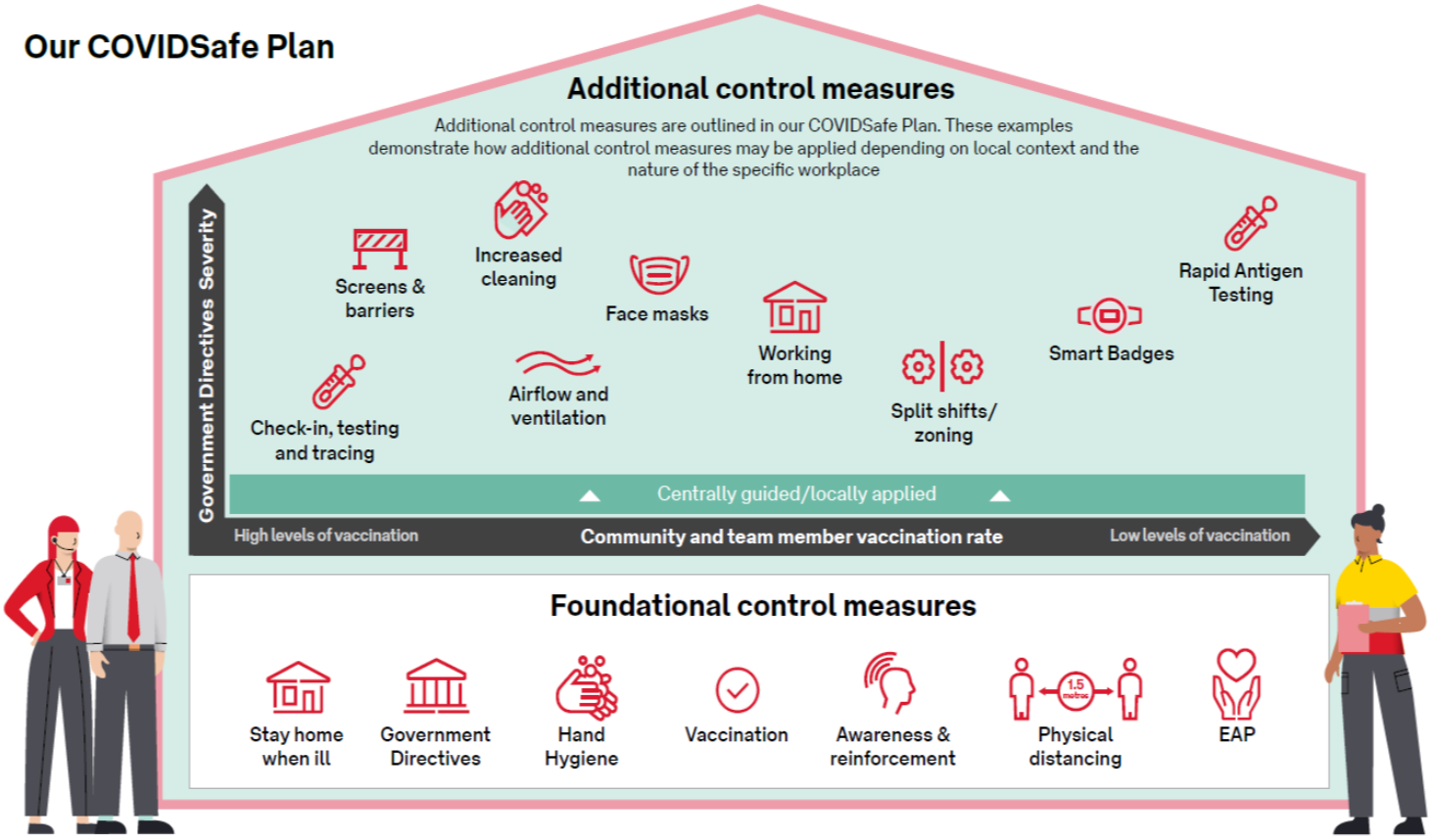
Australia Post and its subsidiary operations include a variety of workplace locations, types of workers and operational arrangements. The various work locations, types of workers and operational arrangements have different COVID-19 risk exposures and requirements which have been considered in this COVIDSafe Plan and its application.

This COVIDSafe Plan outlines the main current control measures that are in place to prevent the risk of COVID-19 transmission in our workplaces occurring (preventative controls) and those that are in place to minimise the harm if the event does occur (recovery controls). The controls identified are also grouped as foundational and additional in recognition of the fact certain controls, such as hand hygiene, physical distancing and ongoing education, will remain in place for as long as the hazard of COVID-19 exists. Other controls will be appropriate additional measures dependent on the risk and particular circumstances at any given time. We will also continue to monitor and where appropriate adopt additional COVID-19 controls, including emerging technologies.

The controls can be utilised in various ways, dependent on the nature of the specific workplace and the current context in each jurisdiction. They may be applied separately or in a variety of combinations based on the reasonable practicability of controls and each workplace environment.

Australia Post wide controls will continue to include foundational controls and any of the additional controls as directed and communicated via the Executive Team or Group Safety from time to time. Specific business units or workplaces may have additional controls in place at a local level such as visitor entry requirements that are documented and/or applied in addition to this COVIDSafe Plan which is intended to outline our main controls.

2 Visual of COVID-19 Risk Assessment



3 Foundational Controls

Control	Control Category	Control Type	Notes
Vaccination (voluntary and PHO mandated)	Foundational	Preventative and recovery	Whilst APG has not mandated vaccination in addition to PHO mandates, it considers vaccination is the highest order control measure which reduces likelihood and consequences. Getting vaccinated (including boosters) and disclosure of vaccine status via secure database strongly encouraged.
Government Directives	Foundational	Preventative	Community restrictions including lockdowns and restrictions on numbers aim to reduce community transmission.
Physical distancing	Foundational	Preventative	Maintaining physical distancing reduces the chance of transmission between people. Work practices and communications should enable and encourage physical distancing where practical.
Hand hygiene	Foundational	Preventative	Hand sanitiser, wipes and other cleaning materials are provided to improve hand hygiene to reduce the likelihood of transmission between people and through surfaces.
COVIDSafe Information, Awareness and Reinforcement	Foundational	Preventative	Reinforcement and reiteration of COVID-19 safe behaviours (eg: hand hygiene, don't come to work if unwell, maintain physical distance) according to the best current knowledge and practices reduces the risk of transmission occurring at our workplaces. Information is provided to assist with the management of psychosocial risks associated with COVID-19 also. This occurs in many ways, including but not limited to: Toolbox Talks, informal encouragement and reminders from managers, up-to-date signage and posters throughout our workplaces.
Employee assistance program	Foundational	Recovery	Support for our impacted employees to reduce the psycho-physical impacts of COVID-19 on our workforce.
Pandemic leave	Foundational	Preventative	Pandemic leave supports workers who have been exposed to COVID-19 to remain out of the workplace.

4 Additional Controls

Control	Control Category	Control Type	Notes
Additional Physical Distancing Controls			
Zoning	Additional	Preventative	Zoning is a control used to confine different members of our workforce to specific areas, so that the risk of spread within our workplaces may be contained.
Density Limits	Additional	Preventative	Density limits in certain areas are applied in line with PHOs to limit the numbers of people in enclosed spaces
Working from home	Additional	Preventative	Those who can work from home, do work from home.
Split-shifts/waves	Additional	Preventative	Splitting our teams into different shifts that do not overlap minimises the risk of the virus spreading by reducing the number of people in the facility at any one time.
Non-essential visitors not permitted to enter workplaces	Additional	Preventative	Designed to restrict the number of people present in our workplaces to reduce the likelihood of transmission.
Movement of staff between sites	Additional	Preventative	Designed to restrict the number of people present in our workplaces to reduce the likelihood of transmission.
Visitor entry requirements	Additional	Preventative	Where visitors are permitted onsite, they must complete a screening requirement and adhere to all site safety requirements and COVIDSafe protocols eg Smartbadges, Rapid Antigen tests
Physical Barriers (i.e. screens, banners)	Additional	Preventative	Physical barriers assist in the reduction of transmission by encouraging physical distancing and / or creating a physical barrier to reduce the likelihood of airborne transmission of the virus.
Hygiene Controls			
Increased cleaning of facilities	Additional	Preventative	This measure is designed to reduce the transmission in the workplace through additional preventative high touch point cleaning and/or deep cleans following the presence of a COVID-19 case in the workplace, however it is noted surface transmission is rare and deep cleans are not required by health departments. Cleaning equipment is provided for individual cleaning of desks and kitchen equipment etc.
Airflow & ventilation	Additional	Preventative	Enhancing airflow reduces the risk of transmission in our workplaces. Airflow includes both encouraging and implementing

			natural ventilation and mechanical ventilation systems.
Face coverings	Additional	Preventative	Face coverings are supplied and worn to reduce aerosol transmission between people. They may be mandated at times via PHO or APG direction in line with risk of transmission.
Decreasing touch points	Additional	Preventative	Increased sensors or no- or low-touch controls for water, taps, doors and bin lids etc.
Contactless Delivery	Additional	Preventative	Contactless deliveries helps to maintain physical distancing and reduces multiple people touching scanner surfaces.
COVID-19 case management			
Contact tracing team	Additional	Preventative	Where an infectious person has been present in an APG workplace, contact tracing is conducted in line with state and territory guidelines to require contacts to test and isolate to reduce the likelihood of further transmission in the workplace. Having a trained team of contact tracers ensures detailed, thorough tracing which reduces the risk of missing close contacts who may pass on the virus in the workplace
Use of technology	Additional	Preventative/Recovery	Using technology to manage different aspects of COVID-19 on a secure and centralised platform, compliant with privacy requirements. These aspects include but are not limited to; secure submission of COVID-19 vaccination records to be sighted; end-to-end records and process management for contact tracing; contact logs and SMS integration in the system.
Location Check-ins	Additional	Preventative/Recovery	Where required, maintaining, and enforcing checking-in (eg QR check-ins, staff security passes and visitor logs) to our facilities assists with identifying possible exposure risks in the event of a positive COVID-19 case attending that location.
Rapid Antigen Testing	Additional	Preventative	Rapid Antigen Testing (RAT) can be used to screen workers and visitors prior to entry to site. RAT is designed to detect the virus in people who may not be experiencing symptoms and prevent them from entering our sites. Diagnostic PCR tests are required to confirm a positive RAT result.
Smart Badges	Additional	Preventative/Recovery	Smart Badges enable faster and more accurate contact tracing by providing a report of contact made between badges worn by team members and visitors. This enables faster contact tracing to help to reduce the risk of further transmission.

PCR Testing	Additional	Preventative/Recovery	Facilitate and direct PCR testing through official testing sites or onsite (eg Rapid PCR testing) to confirm diagnosis of suspected COVID-19 to reduce the risk of further transmission.

5 Supporting documents

This COVIDSafe plan contains a sample of guidance materials, risk assessments, instructions and other communications that support the controls outlined in this document. Our key documents are included and are supplemented with various point in time communications and business unit or workplace specific materials.

Attachment	Title
1	Dynamic Risk Assessment - Risk of COVID-19 transmission in APG workplaces
2	COVID-19 Facility Zoning and Social Distancing Guidelines
3	Post Office Network Social Distancing Instructions
4	Corporate Office COVID Readiness Plan
5	COVID-19 Self-Assessment guide
6	COVID-19 Guide for Managers
7	COVID-19 Case Management Process
8	COVID-19 Risk Assessment – Closure and Cleaning
9	Rapid Antigen Testing Procedure
10	Risk Assessment – Fitted Face Coverings
11	Fitted Face Coverings (COVID-19) Safety Instruction
12	Smart Badge Overview
13	Workplace Cleaning and Air Quality Overview

Australia Post

Dynamic Risk Assessment

Risk of COVID-19 transmission in Australia Post Group (APG) workplaces

Group Safety & Wellbeing Team

Effective 13 December 2021

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1.1 Introduction

This risk assessment focusses on the health risks and associated controls related to the transmission of COVID-19 in Australia Post Group (APG) workplaces. The purpose of this risk assessment is to meet obligations under Work Health and Safety (WHS) laws to eliminate, or if that is not reasonably practicable, minimise the health risks of COVID-19 in the workplace, so far as is reasonably practicable. This risk assessment is being conducted in the context of significant easing of government directed restrictions across the country as general population vaccination rates increase to high rates.

1.2 Scope

The scope of this risk assessment includes the risk of transmission of the COVID-19 virus between members of the APG workforce, contractors, and members of the public and the associated adverse health effects including the potential for loss of life. This risk assessment applies to APG and its Australian-based subsidiaries.

The current APG operating context, public health context and relevant regulatory requirements were considered as part of this risk assessment. These considerations all change frequently. As such, this risk assessment is intended to be dynamic and capable of change.

This risk assessment takes into account:

- Potential severity of the risks.
- Effectiveness of existing control measures.
- Control measure options, their availability, effectiveness, and potential risk reduction.
- Recommendations for the appropriate risk control approach taking into account the above.

This risk assessment does not take into account other potential consequences related to the transmission of COVID-19 in the workplace and its associated operational impact such as fatigue, psychosocial issues, customer aggression, operational interruptions.

1.3 Current Context

Australia Post and its subsidiary operations includes a variety of workplace locations, types of workers and operational arrangements. The various work locations, types of workers and operational arrangements have different COVID-19 risk exposures and requirements which have been considered as part of this risk assessment.

The Australian Fair Work Ombudsman has published guidance related to management of COVID-19 risks in the workplace. As part of this guidance, four tiers of worker are suggested to inform the risk assessment. These are provided below:

- **Tier 1 work**, where employees are required as part of their duties to interact with people with an increased risk of being infected with coronavirus (for example, employees working in hotel quarantine or border control).
- **Tier 2 work,** where employees are required to have close contact with people who are particularly vulnerable to the health impacts of coronavirus (for example, employees working in health care or aged care).
- **Tier 3 work,** where there is interaction or likely interaction between employees and other people such as customers, other employees, or the public in the normal course of employment (for example, stores providing essential goods and services).

- **Tier 4 work,** where employees have minimal face-to-face interaction as part of their normal employment duties (for example, where they are working from home).

For the purposes of this risk assessment, APG frontline workers are Tier 3 and include Deliveries, Processing, Retail, and on-site Call Centre or administrative workers.

Other APG workers who are not customer facing or interacting with other employees are Tier 4 for the purpose of this risk assessment. This includes corporate workers who are working from home. As those workers return to office environments, they may move between Tier 3 and Tier 4 at various times depending on their interaction with others.

Each Australian state and territory is responsible for the management of public health within their jurisdiction. States and territories continuously review, revise, and release Public Health Orders (PHO) related to the mitigation of COVID-19 in the community.

The risk of transmission and infection of COVID-19 varies across the different Australian states and territories. This is due to a variety of factors and the combination and evolution of these factors can impact on the risk of transmission and infection in different ways.

Vaccination rates, community transmission rates and new variants are examples of community public health context. For the purposes of this risk assessment, we have considered vaccination rates and PHO directives instead of raw community transmission rates. This enables us to reflect current government health advice as it evolves, noting that the impact of community transmission shifts as vaccination rates increase as is reflected in the current PHO directives.

This risk assessment is being conducted as PHO restrictions are being eased in various jurisdictions and vaccination rates across the country are high. This has triggered a review of our existing COVID-19 controls and our previously largely centralised approach to the implementation of these controls. The review will consider the ability to reduce or remove certain additional controls and the appropriateness of localised, tailored approaches.

1.4 References

The following legislation and associated guidance material has been considered to guide this risk assessment:

- Australia Post COVIDSafe Plan v.11 dated 29 October 2021
- Work Health and Safety Act (2011) (Cth).
- WHS Regulations (2001) (Cth).
- Safe Work Australia National Guide for Safe Workplaces – COVID-19 (2020)
- Safe Work Australia – Key Considerations for undertaking a risk assessment – COVID-19
- Safe Work Australia – Industry Information for Employers – COVID Vaccination.
- Fair Work Ombudsman Guidance – COVID-19 vaccinations and the workplace.
- Fair Work Ombudsman Guidance – COVID-19 vaccinations: workplace rights and obligations.

1.5 Consultation

This risk assessment has been conducted in consultation with various safety and operational stakeholders, including workers.

1.6 Risk Assessment

1.6.1 Hazard Identification and Risk Description

The COVID-19 virus causes a respiratory illness which can vary from mild to very severe or fatal. Generally, people who are older or have pre-existing health conditions are more likely to experience severe symptoms or die from this disease. Whilst younger people, with no pre-existing health conditions can also become very unwell and die, this is more uncommon than in the older age groups.

There is also emerging evidence of the potential for long-term, lingering health effects sustained by a significant portion of people who are infected with the virus. These effects have been termed 'Long COVID-19' and include fatigue, breathlessness and neurological complications. These effects can be debilitating and there is limited information currently known about the potential duration of these effects as this is an emerging global health issue.

In the context of this risk assessment, the COVID-19 virus is the hazard.

Hazard	Risk description
COVID-19 virus	There is a risk that COVID-19 transmission occurs within an APG workplace resulting **in serious illness** (e.g., requiring hospitalisation, Long COVID) **or fatality** to a member of the workforce, a contractor or member of public.

1.6.2 Risk Analysis

Risk analysis involves identifying current control measures that are in place to prevent the risk occurring (preventative controls) and those that are in place to minimise the harm if the event does occur (recovery controls). The controls identified are also grouped as foundational and additional in recognition of the fact certain controls, such as hand hygiene, physical distancing and ongoing education are controls which will remain in place for as long as the hazard of COVID-19 exists. Other controls will be appropriate additional measures dependent on the risk and particular circumstances at any given time.

The controls can be utilised in various ways, dependent on the nature of the specific workplace and the current context in each jurisdiction. They may be applied separately or in a variety of combinations based on the reasonable practicability of controls and each workplace environment.

APG wide controls will continue to include foundational controls and any of the additional controls as directed and communicated via the Executive team or Group Safety from time to time.

Even with these controls in place the nature of the COVID-19 virus is that transmissions can still occur. This is more likely to occur in unvaccinated people. It is widely accepted that the hazard (COVID-19) will not be able to be eliminated, rather we need to find ways to protect people and live with the virus.

The effectiveness rating of the current suite of controls is deemed to be '**Satisfactory**' (i.e. controls are not fully effective at controlling the risk but are still providing a reasonably practical level of mitigation) given current workforce vaccination rates.

1.6.3 Foundational Controls

Control	Control Category	Control Type	Notes
Vaccination (voluntary and PHO mandated)	Foundational	Preventative and recovery	Whilst APG has not mandated vaccination in addition to PHO mandates, it considers vaccination is the highest order control measure which reduces likelihood and consequences. Getting vaccinated (including boosters) and disclosure of vaccine status via secure database strongly encouraged.
Government Directives	Foundational	Preventative	Community restrictions including lockdowns and restrictions on numbers aim to reduce community transmission.
Physical distancing	Foundational	Preventative	Maintaining physical distancing reduces the chance of transmission between people. Work practices and communications should enable and encourage physical distancing where practical.
Hand hygiene	Foundational	Preventative	Hand sanitiser, wipes and other cleaning materials are provided to improve hand hygiene to reduce the likelihood of transmission between people and through surfaces.
COVIDSafe Information, Awareness and Reinforcement	Foundational	Preventative	Reinforcement and reiteration of COVID-19 safe behaviours (eg: hand hygiene, don't come to work if unwell, maintain physical distance) according to the best current knowledge and practices reduces the risk of transmission occurring at our workplaces. Information is provided to assist with the management of psychosocial risks associated with COVID-19 also. This occurs in many ways, including but not limited to: Toolbox Talks, informal encouragement and reminders from managers, up-to-date signage and posters throughout our workplaces.
Employee assistance program	Foundational	Recovery	Support for our impacted employees to reduce the psycho-physical impacts of COVID-19 on our workforce.
Pandemic leave	Foundational	Preventative	Pandemic leave supports workers who have been exposed to COVID-19 to remain out of the workplace

1.6.4 Additional Controls

Control	Control Category	Control Type	Notes
Additional Physical Distancing Controls			
Zoning	Additional	Preventative	Zoning is a control used to confine different members of our workforce to specific areas, so that the risk of spread within our workplaces may be contained.
Density Limits	Additional	Preventative	Density limits in certain areas are applied in line with PHOs to limit the numbers of people in enclosed spaces
Working from home	Additional	Preventative	Those who can work from home, do work from home.
Split-shifts/waves	Additional	Preventative	Splitting our teams into different shifts that do not overlap minimises the risk of the virus spreading by reducing the number of people in the facility at any one time.
No non-essential visitors	Additional	Preventative	Designed to restrict the number of people present in our workplaces to reduce the likelihood of transmission.
Movement of staff between sites	Additional	Preventative	Designed to restrict the number of people present in our workplaces to reduce the likelihood of transmission.
Visitor entry requirements	Additional	Preventative	Where visitors are permitted onsite, they must complete a screening requirement and adhere to all site safety requirements and COVIDSafe protocols e.g. Smartbadges, Rapid Antigen tests
Physical Barriers (i.e. screens, banners)	Additional	Preventative	Physical barriers assist in the reduction of transmission by encouraging physical distancing and / or creating a physical barrier to reduce the likelihood of airborne transmission of the virus.
Hygiene Controls			
Increased cleaning of facilities	Additional	Preventative	This measure is designed to reduce the transmission in the workplace through additional preventative high touch point cleaning and/or deep cleans following the presence of a COVID-19 case in the workplace, however it is noted surface transmission is rare. Cleaning equipment is provided for individual cleaning of desks and kitchen equipment etc.
Airflow & ventilation	Additional	Preventative	Enhancing airflow reduces the risk of transmission in our workplaces. Airflow includes both encouraging and implementing natural ventilation and mechanical ventilation systems.

Face coverings	Additional	Preventative	Face coverings are supplied and worn to reduce aerosol transmission between people. They may be mandated at times via PHO or APG direction in line with risk of transmission.
Decreasing touch points	Additional	Preventative	Increased sensors or no- or low-touch controls for water, taps, doors and bin lids etc.
Contactless Delivery	Additional	Preventative	Contactless deliveries helps to maintain physical distancing and reduces multiple people touching scanner surfaces.
COVID-19 case management			
Contact tracing team	Additional	Preventative	Where an infectious person has been present in an APG workplace, contact tracing is conducted in line with state and territory guidelines to require contacts to test and isolate to reduce the likelihood of further transmission in the workplace. Having a trained team of contact tracers ensures detailed, thorough tracing which reduces the risk of missing close contacts who may pass on the virus in the workplace
Use of technology	Additional	Preventative/ Recovery	Using technology to manage different aspects of COVID-19 on a secure and centralised platform, compliant with privacy requirements. These aspects include but are not limited to; secure submission of COVID-19 vaccination records to be sighted; end-to-end records and process management for contact tracing; contact logs and SMS integration in the system.
Location Check-ins	Additional	Preventative/ Recovery	Where required, maintaining, and enforcing checking-in to our facilities (eg QR check-is, staff security passes and visitor logs) assists with identifying possible exposure risks in the event of a positive COVID-19 case attending that location. This enables faster contact tracing to help to reduce the risk of further transmission.
Rapid Antigen Testing	Additional	Preventative	Rapid Antigen Testing (RAT) can be used to screen workers and visitors prior to entry to site. RAT is designed to detect the virus in people who may not be experiencing symptoms and prevent them from entering our sites. Diagnostic PCR tests are required to confirm a positive RAT result.
Smartbadges	Additional	Preventative/ Recovery	Smartbadges enable faster and more accurate contact tracing by providing a report of contact made between badges worn by team members and visitors. This enables faster contact tracing to help to reduce the risk of further transmission.
PCR Testing	Additional	Preventative/ Recovery	Facilitate and direct PCR testing through official testing sites or onsite (eg Rapid PCR testing) to confirm diagnosis of suspected COVID-19 to reduce the risk of further transmission.

1.6.5 Assessing the Risk

This risk assessment considers the current risk rating of transmission of COVID-19 in our workpalces taking into account the public health context and the foundational and additional controls currently available and in place across APG as directed by the Executive and Group Safety. The residual risk rating takes into account the public health context, the foundational controls and the reduction or removal of additional controls as determined by business divisions and senior management.

Risk Rating					
	Rare	**Unlikely**	**Possible**	**Likely**	**Almost certain**
Critical					
Major					
Moderate					
Minor					
Insignificant					

Low	Medium	High	Extreme

1	Tier 3		
2	Tier 4		

1.6.6 Risk Evaluation and Acceptance

The risk evaluation and acceptance process involves determining if:

- the risk can be accepted in its current state;
- reasonably practicable controls are available and appropriate to reduce the risk; and
- escalating the risk and associated risk treatment plan (where required) to the appropriate leader for approval

Noting:

- it is not possible to eliminate the risk of COVID-19 in our workplaces;
- foundational controls will remain in place;
- PHOs will be adhered to and the Executive and Group Safety will continue to issue directions as required;
- the current public health context as previously described; and
- the level of understanding and familiarity with the additional controls available across our business

the risk of transmission of COVID-19 in our workplaces will remain static with the reduction or removal of additional controls. We consider it appropriate for business divisions and senior management to determine the appropriate suite of controls for their business, having regard to what is reasonably practicable and in consultation with their key stakeholders, HSRs and workforce.

Recommendations:

- Continue to adhere to all relevant PHOs.
- Continue to implement and enforce foundational level controls as set out in this risk assessment and the APG COVIDSafe Plan and educate our team members to reinforce compliance.
- The Executive and Group Safety should continue to provide guidance and APG wide parameters and directions related to COVID-19 that are appropriate for the whole of business.
- Enable operational divisions and leaders to determine the specific COVIDSafe additional controls appropriate for their business and community context.
- Operational divisions should consult with HSRs and worker representatives in relations to the specific COVIDSafe approaches for their workplaces.
- Continue to communicate and promote information about the health benefits of vaccination to the workforce to encourage a higher vaccination rate across the entire workforce.
- Regularly review and update the risk assessment in response to changes that will materially impact the relevant risk levels.

1.7 Monitor and Review:

This is a dynamic risk assessment and should be reviewed regularly and in response to any change that impacts on the risk assessment findings. This may include significant changes in COVID-19 public health orders or the existence of a new COVID-19 variant.

A variant of high consequence could emerge for which current vaccines do not offer protection. In this situation, APG would implement multi-layered control measures in line with health advice until alternate vaccines or therapies become available.

Our COVIDSafe Plan

Additional control measures

Additional control measures are outlined in our COVIDSafe Plan. These examples demonstrate how additional control measures may be applied depending on local context and the nature of the specific workplace

Government Directives Severity

- Screens & barriers
- Increased cleaning
- Face masks
- Working from home
- Rapid Antigen Testing
- Smart Badges
- Check-in, testing and tracing
- Airflow and ventilation
- Split shifts/ zoning

Centrally guided/locally applied

High levels of vaccination — **Community and team member vaccination rate** — Low levels of vaccination

Foundational control measures

- Stay home when ill
- Government Directives
- Hand Hygiene
- Vaccination
- Awareness & reinforcement
- Physical distancing (1.5 metres)
- EAP

Australia Post

Covid19 Facility Zoning & Social Distancing

Guidelines

Updated 27 March 2020

What has changed in this issue?

Update	Section/Page	Summary
Added	Section 3.2.2	Social distancing on SPS Culling Belts
Added	Section 3.4	Maintaining social distancing when Unloading from Red Vans
Added	Section 3.5	Social distancing for delivery posties
Added	6.2	Cleaning shared LSE, Red Vans & Shuttle services

Classification: Internal

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1 Staff Communications

1.1 Why we are doing this

Maintaining the safety of our employees is always our first priority, As the coronavirus situation continues to unfold, we are monitoring the situation closely and taking actions in line with all Government and health authorities' recommendations.

Social distancing is unanimously the key recommendation across health authorities and to assist us to implement these in a practical manner at our facilities we have created specific **Covid19 Facility Zoning Guidelines.**

The guidelines are designed to be a practical resource and toolkit to help you implement zoning. They include the principles for assigning and managing zones, managing access to shared equipment, entry and exit procedures and zoning signage.

In addition to implementing these zoning guidelines at your site, it is extremely important to continually remind employees, visitors and all persons on site, that the best way to minimise viral risk is to maintain good hand hygiene, to avoid touching your face and to wash your hands after touching public surfaces.

1.2 Scope

This document is intended to provide a guide to implement zoning in our operational areas with the objective of minimising the impact in the event of a confirmed Covid-19 case in your facility.

In the event that a person who presents sick/become sick during the day, follow corporate guidelines to provide gloves and a face mask and removed from site. More information on the subsequent processes for isolation and deep cleaning will be detailed in the "COVID – 19 Isolation and deep cleaning guidelines"

1.3 Zoning and social distancing

Zoning has been established to protect and minimise the impact to our workforce and services in the case of a confirmed case of Covid-19. The zones allow us to group our people into teams working across the facility value chain. In the event of a confirmed case the zoning should allow us to shut down and deep clean one zone only and maintain some level of processing at the facility.

Within all zones we must maintain social distancing. Social distancing is intended to protect our people from casual contact with each other, minimising the risk of Covid-19 spreading between people within each zone.

1.4 Document Change Log

Date	Update	Section/Page	Summary
24/3	Added	Section 3	Social Distancing guidelines
25/3	Updated	Section 3	Loading Aircans
25/3	Added	Section 4	Overtime, Casuals & unplanned leave

25/3	Added	Attachment	Additional Social Distancing Signage
26/3	Added	Section 2.4	Managing Medical Restrictions
26/3	Added	Section 2.6	Exception to zoning rules
27/3	Added	Section 3.2.2	Social distancing on SPS Culling Belts
27/3	Added	Section 3.4	Maintaining social distancing when Unloading from Red Vans
27/3	Added	Section 3.5	Social distancing for delivery posties
27/3	Added	6.2	Cleaning shared LSE, Red Vans & Shuttle services

2 Facility Zones

2.1 Facility work zones

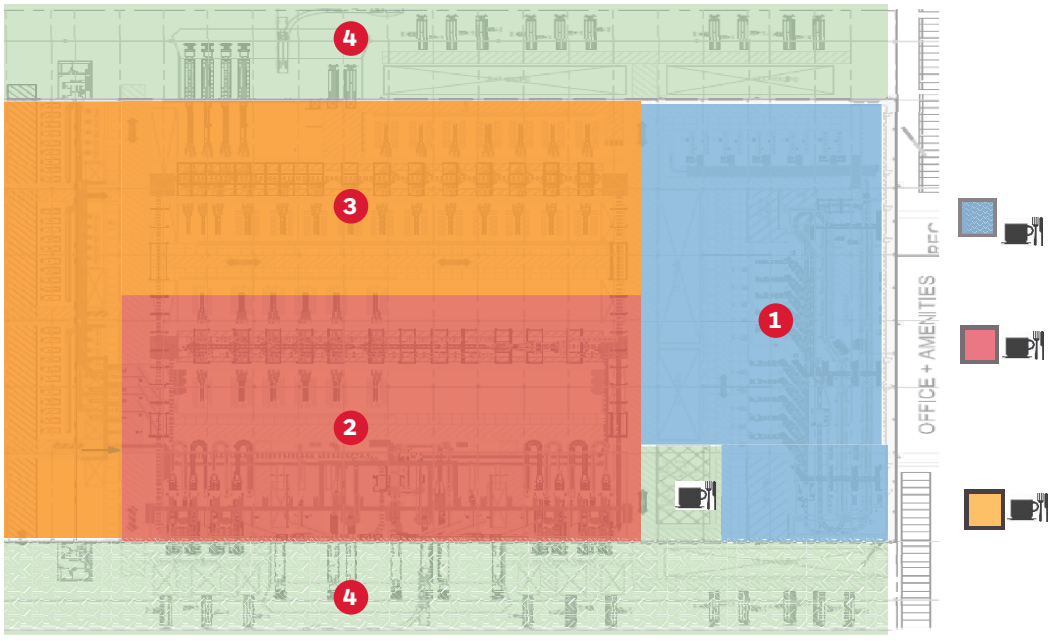
The facility floor and tasks that are undertaken within the facility is to be divided into 2 – 4 zones. The number of zones you use will be determined by the size of the facility and distribution of shifts, tasks etc.

Each zone must have a dedicated break area, workers will not be permitted to mingle when in shared areas. More information is provided on section 3 “Shared Zones” These break out areas locations must be included in the facility zone mapping.

Following is a concept of how a facility can be zoned. When zoning tasks, ensure that you are able to provide rotations within the zone that allow distribution between light and heavy lifting duties.

The zoning map must be completed and posted throughout the facility.

- Zone 1 work area tasks in this zone include: PS SCANNING PLATFORM | SPS INDUCTION | SPS BAG CHUTES | SPS RIP & TIP | SPS MANUAL SORT
- Zone 2 work area tasks in this zone include: LLPS LOOSE LOAD IN | PARCEL PICKER | MEZZANINE | PUD MEZZANINE | REJECT PARCEL ULD RUNNER
- Zone 3 work area tasks in this zone include: LPS ROLL CAGE CHUTES | ROLL CAGE CHUTE RUNNER | LPS ULD CHUTES
- Zone 4 work area tasks in this zone include | ULD CHUTE RUNNER | AGV RUNNER | INTERNAL RUNNER | LOADING | RUNNER



Conceptual Zone mapping / signage see

2.2 Assignment of workers to zones

All staff will be allocated to a zone, this can be done via a ballot or lottery system as per your preference. Once allocated each worker must be issued with a sash, vest or Bandanna in the corresponding zone colour*.

*Note current availability indicates that the procurement of coloured sashes with adjustable Velcro fixings or bandannas will be the quickest and lowest cost option for colour zone identification.

Adjustable sashes are available from:

https://www.hartsport.com.au/coaching/bibs-and-vests/general-mesh-bibs/hart-webbing-sport-sash-blue

http://www.wos.com.au/ProductGroup/8252.asp

Once allocated to a zone the employee must remain in that zone till we are advised that the risk of Covid19 transmission has been contained.

You must keep a register of the allocated zones and check that workers are remaining in their zones and not swapping with their colleagues.

This register is to be published and posted within the facility.

2.3 Task rotations

All current facility rotations must cease. Rotations can occur within a zone only, there will be no ability to rotate staff through the facility or across zones.

2.4 Managing medical restrictions

Where people are on medical restrictions or Return to wort (RTW) plans you will need to accommodate them within the new zoning plan. For example someone on restricted work that can't lift certain weight for more than a set period per shift may need to have review to work in zone where only that lifting is done.

Please work with the rehab team to find a suitable option.

2.5 Managing staff and managers that crossover zones

Managers, Technicians and runners who are required to move across zones are to maintain social distancing i.e more than 1.5m away from people at all times, focus upon Hand hygiene, and minimise/avoid surface contact

2.6 Exceptions to Zoning Rules

Where zoning is not possible to fully maintain, you must look for solutions that minimise time in another zone or within close contact with others. Eg. <15 minutes face to face (within 1.5 metres) and < 2hours in a small enclosed area.

This includes, Lunch rooms, Stock Rooms, trailer, aircans, etc. please refer to section 3 “Social distancing” for guidelines.

3 Social distancing within zones

3.1 General

Workers within zones must maintain a safe distance between other workers within the zone and avoid contact. Signage has been provided any must be displayed throughout the facility as a reminder to maintain distance.

In queueing areas such as exiting facilities via scanners, adhesive dots or floor tape can be used to mark out 1.5 metre intervals to reinforce social distancing.

3.2 Induction

3.2.1 Manual Induction & SPB Culling Belts

Social distancing of a minimum 1.5metres must be maintained for workers on induction lanes

Reflective floor tape should be used to provide a visualisation of distance between induction points (see image: social distancing on induction lanes)

In the case where we are induction from both sides of the belt the workers on either side must be staggered to maintain social distancing of 1.5 metres.

3.2.2 SPB Culling Belts

Social distancing of a minimum 1.5metres must be maintained for workers on induction lanes

Reflective floor tape should be used to provide a visualisation of distance between induction points (see image: social distancing on induction lanes)

In the case where we are induction from both sides of the belt the workers on either side must be staggered to maintain social distancing of 1.5 metres.

3.2.3 SPS induction stations

When induction on the SPS workers must avoid facing each other and/or leaning across the belt. Workers should position their body facing forward.

3.2.4 Loose load in

When unloading trailers, use a single person unload where practical (i.e. slow lanes)

In the case where it is not possible to implement a one person unload, employees must keep to either side of the belt and avoid contact. To maintain 2 person unloading a resource buddy plan must be in place to pair workers ensuring that the same couples work together, buddies are to remain in their allocated pairs.

3.3 Chutes

3.3.1 End of chute

Where practical end of chute belts should be manned by a single person on each belt

When volumes are high a second person can work on the belt but must remain on opposite sides of the belt and avoid contact.

3.3.2 Loose Load out

Where there are no time constraints the single person loose load out process must be followed and the minimum KPI's for loading times monitored. (see Loose Load out SOP attached)

In the event that it is not practical to complete a single person loose load out 2 person loading process should be followed. To maintain 2 person unloading a resource buddy plan must be in place to pair workers ensuring that the same couples work together, buddies are to remain in their allocated pairs.

3.3.3 Loading Aircans

In the event that it is not practical to complete a single person Aircan loading 2 person loading process should be followed. To maintain 2 person unloading a resource buddy plan must be in place to pair workers ensuring that the same couples work together, buddies are to remain in their allocated pairs for Aircan loading and if applicable during rotations.

3.4 Unloading from red vans

Separation of a minimum of 1.5 must be provided between red vans.

When a van is unloaded, only one officer per door is allowed to operate. While unloading, officers are required to maintain a safe distance of at least 1.5m from each other.

In the case where we are induction from both sides of the belt the workers on either side must be staggered to maintain social distancing of 1.5 metres.

The practice of passing parcels from a person in the van directly passing to the person at the back of the van must cease. When unloading vans from the side and back doors ensure that correct lifting technique in used and 3 points of contact applied when entering and exiting vans. Pause to allow separation between people when unloading.

It is OK to continue to use a two person lift for heavy or awkward parcels.

3.5 Pick-up and delivery

Drivers are to follow corporate guidelines for pick-up and delivery processes and be conscious of maintaining 1.5 metre social distancing with customers and members of the public.

Facilities that provide group transport for walking posties must consider reducing the number of people that are transported at one time from the facility to the drop of location.

More than one person in a van can occur good hygiene should be practiced where there is more than one person per van. The self-assessment principles should also be followed when there is a situation where social distancing cannot be achieved.

4 Managing Casual Staff and Overtime

4.1 Casual staff

Fixed term causals that have remained since Peak should ideally be allocated a zone.

Casuals can continue to be used to top up the work force. Casuals can work across various zones, however where practical the zone that they are allocated to should be consistent.

In the case where this is not possible to attach a casual permanently to a zone, the Covid-19 self-assessment process should be followed to the ensuring that they are “fit, well and not showing any signs/symptoms of illness. All casuals must sign the required Covi-19 declaration.

Casuals must be allocated to a zone at the start of the shift and stay within that zone for the duration of the shift.

4.2 Overtime

If overtime is required to sustain service volunteers should be called from across all zones and allocation balanced to the zones as the first option.

Where it is not possible to manage the overtime the distribution of volunteers across the zones they can be reallocated to an alternate zone for the period of the overtime shift.

Where there is a cross-over between people and zones, the zone must be wiped down with approved disinfectant wipes prior to staff that are allocated to that zone commence their duties/shift.

Use of casuals to backfill resource requirements in overtime should follow instructions I section 4.1 above.

4.3 Managing unplanned leave

In the event that there is a high volume of unplanned absenteeism in a zoned area, resources may need to be reassigned between zones in order to maintain services across the facility.

Staff can be re-allocated to an alternate zone for a shift. Re-allocations must be done prior to the staff entering their normal zone and they must remain in their re-allocated zone for the duration of the shift.

5 Shared Zones

5.1 Meal and break areas

Each zone must be allocated a separate break area.

	Zone 1 will use Training room 1 for all breaks
	Zone 2 will use Training room 2 for all breaks
	Zone 3 will use current lunch room
	Zone 4 will use Admin lunch area

5.2 Administration Areas

Access to Administration areas from operational staff must be restricted. Use the signage and instruction described in section 6.1 of this document to customise your access and alternatives to staff.

5.3 Smoking areas

Option a: All existing smoking huts and designated areas will be closed and should be taped off for the duration of this zoning period. Smokers must not congregate in public spaces with employees that are not in the same allocated zone.

Option b: If there is available space and need to do so zoned areas can be set up and signposted to provide segregated smoking areas. All areas must be in a safe place and not within 10metres of outdoor common areas or access doors to the facility.

5.4 Parking Areas

Employees must not congregate and socialise in the parking areas, all staff must precede directly to their allocated zone.

If practical you may consider applying the zoning principles and temporary signage to your parking bays.

5.5 First Aid

Access to first aid rooms must be restricted to designated first aid officers. In the event of a minor injury on the floor the designated first aid officer must attend to the injury in the zone. A designated first aid officer and first aid kit must be made available in each zone.

If may not be practical to assign a HSR to each zone, you must ensure that consultation continues to occur with the HSR.

5.6 Toilets

Where possible / practical maintain zoning across toilet facilities, if not possible ensure everyone is aware and practicing good hygiene.

6 Managing access to shared equipment

6.1 Cleaning shared scanners

A designated all zone access person(s) should be assigned to manage the distribution and return of scanners to the charging bays we will call this person a "scanner distributor". In each zone one employee will be allocated the role of "scanner cleaner".

Prior to the commencement of each shift, scanners required for each zone are to be collected and placed on a table in each zone by the scanner distributor. They will also place alcohol wipes/cleaning kit on each table.

All mail officers will return scanners to the table prior to departing the facility.

On the completion of the working shift the allocated scanner cleaner in each zone will place the cleaning in process sign on the scanner table and follow the scanner cleaning process that is provided in the signage pack in *section 6* of this document. On completion of cleaning the scanner cleaner will flip the cleaning in progress sign to show cleaning complete sign.

Once the scanners have been sanitised the scanner distributor will return the scanners to the charging cabinets.

6.2 Cleaning shared LSE and Red Vans, and shuttle service.

Cleaning of key touchpoints on Shared LSE and Red Vans (hand holds seatbelt, steering wheel etc.) must take place at change over, start of or end of shift.

The facility is to provide cleaning kits that include gloves, wipes, and disinfectant and allocate a responsible resource and cleaning schedule for this to take place.

Where there is a requirement to do a pre use or departure checks no pens are to be left with or attached to the checklists and drivers must use their own pens.

7 Entering and exiting facility

7.1 Facility entry

All inwards security scanning has been temporarily suspended. On entry employees are to precede directly to their allocated zone.

7.2 Facility exit

Employees are to maintain social distancing i.e more than 1.5m away from people at all times, focus upon Hand hygiene, and minimise/avoid surface contact.

7.3 Getting to and from your allocated zone

Each facility is different and the security team will work with you to identify doors that can be left open to reduce surface contact or find alternate safe and secure entry and exit points for your facility and zones. Contact the security team directly at NOCC@startrack.com.au

7.4 Evacuation meeting points

In the event of an evacuation you will need to maintain zoning if the evacuation is in response to a positive Covid-19 infection.

8 Zoning signage pack and instructions

The Zoning guidelines pack provides some general signage to allow you to quickly implement the zoning principles in your facility. All signage has been sized to print on a standard A3 printer.

When placing signage **removable mounting tape, clips or cable ties** must be used to ensure our facility and or equipment is not damaged when this temporary signage is removed.

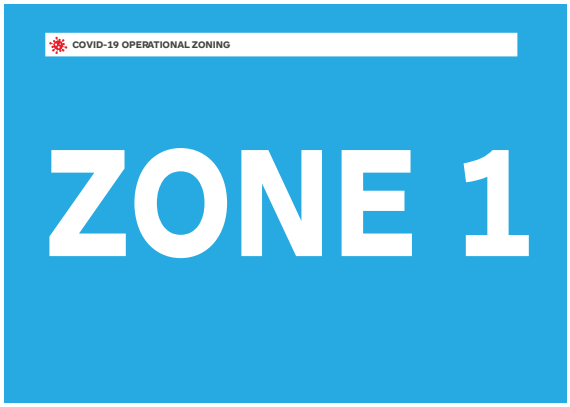
8.1 Administration offices and entry foyers

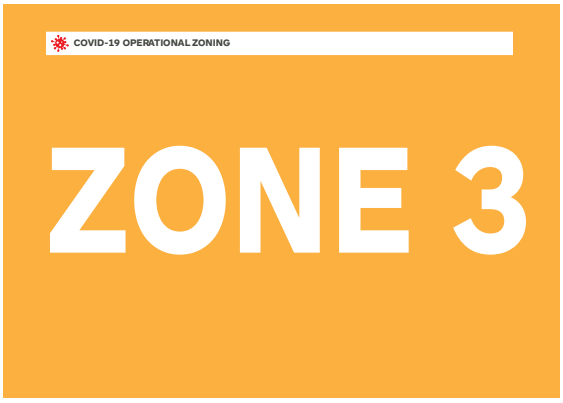
Use this sign to provide instructions to people entering the building for deliveries or visitors. Use the white space to add instructions as per the latest corporate FAQs on the Coronavirus that are available on Isaac.

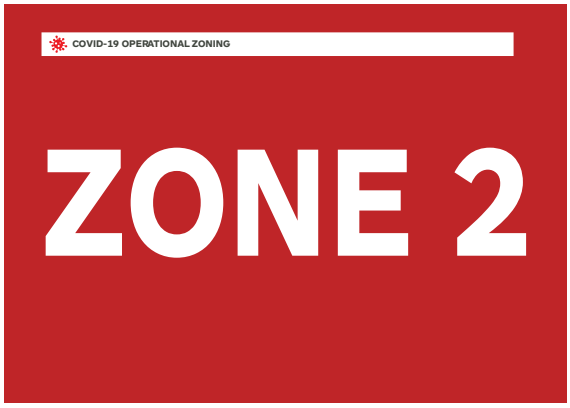
This signage can also be used to restrict access to administrative areas where operational staff may occasionally seek support or assistance. Please use the white space to add your site or area specific instructions on how staff should contact people in the administrative areas e.g. telephone, alternate sources of information, intercom.

8.2 Operational zones

These signs are to be used to identify the borders of each operational work zone. Borders should be clearly marked with the use of bollards and reflective barrier tape. Do not use equipment such as ULD's or Roll Containers to create boarders. These signs can be clipped to the bollard and or barrier tape and placed on surfaces within the zone.



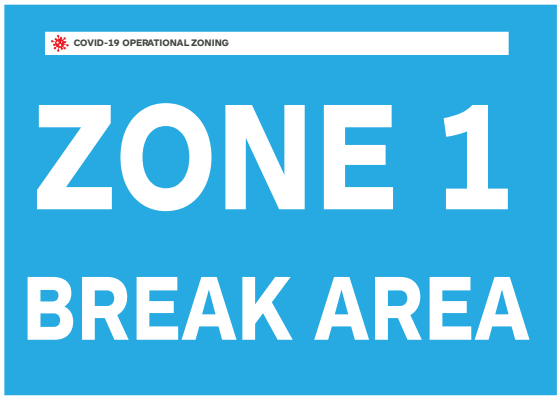


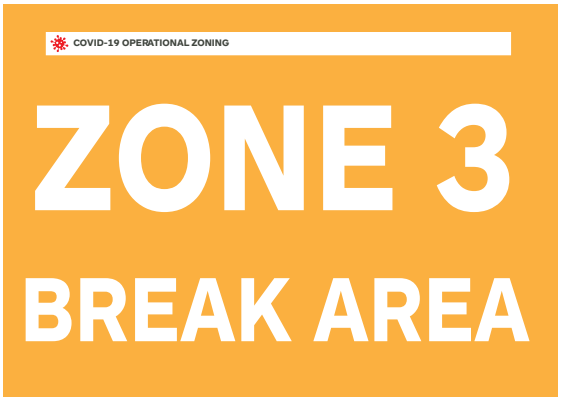


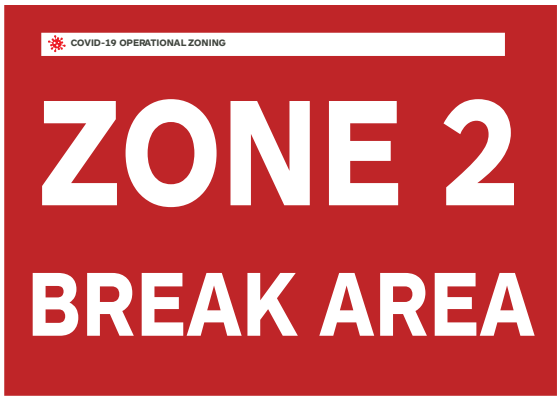
At the junction between boarders, on the designated walkways and LSE pathways, place the zone border signage. Ensure that the zone border signage is visible from directions of travel

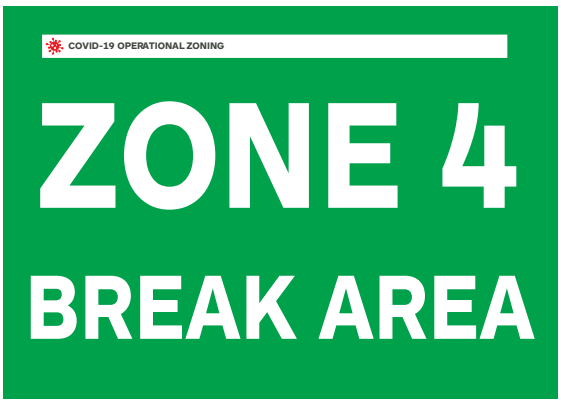
8.3 Operational break out and bathroom facility zones

These signs are to be used to identify the break areas and bathrooms for each operational zone.

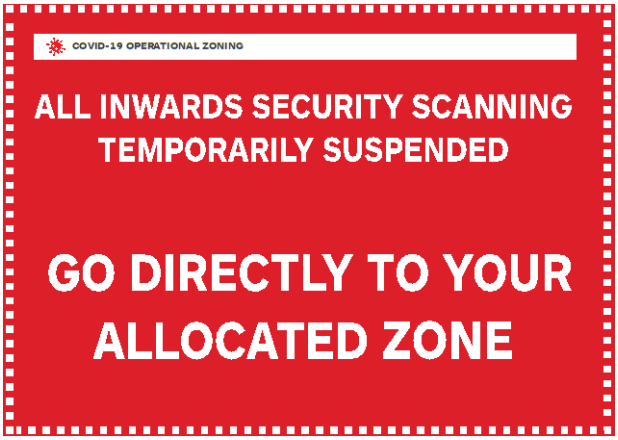








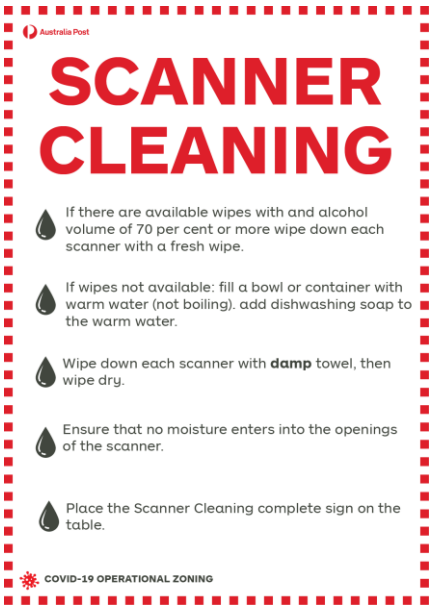
8.4 Entry AND Exit Zones



8.5 Zone scanner cleaning stations/tables

FRONT

BACK



8.6 Shared area/congregation area closure

To be used in the event there is a shared area such as an outdoor or smoking hut where people from multiple zones can congregate

8.7 General signage for social distancing and good hygiene

To be placed throughout the facility as appropriate to reinforce government recommendations

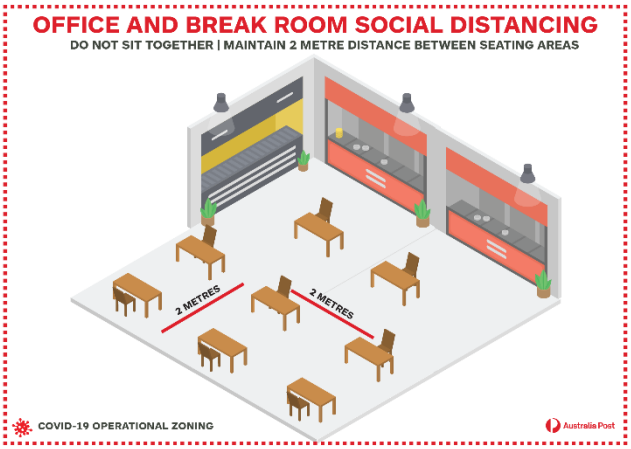
PREVENT COVID-19
WASH YOUR HANDS
COVID-19 OPERATIONAL ZONING
Australia Post

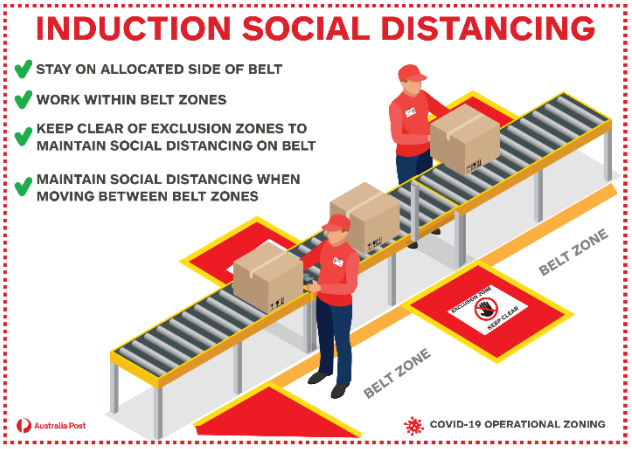
Australia Post
SANITISE FIRST
COVID-19 OPERATIONAL ZONING

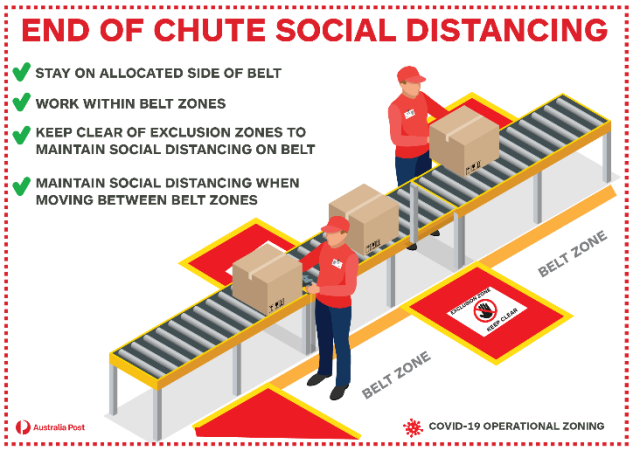
Australia Post
20 SEC
SNEEZE INTO ELBOW
WASH HANDS
DON'T TOUCH FACE
DON'T SHAKE HANDS
COVID-19 OPERATIONAL ZONING

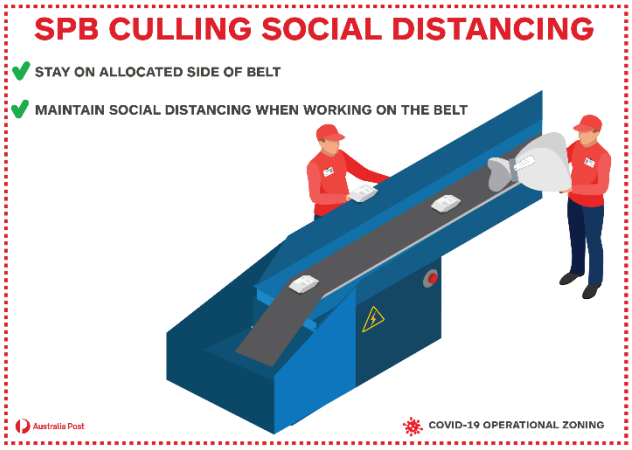
8.8 Role specific social distancing and good hygiene

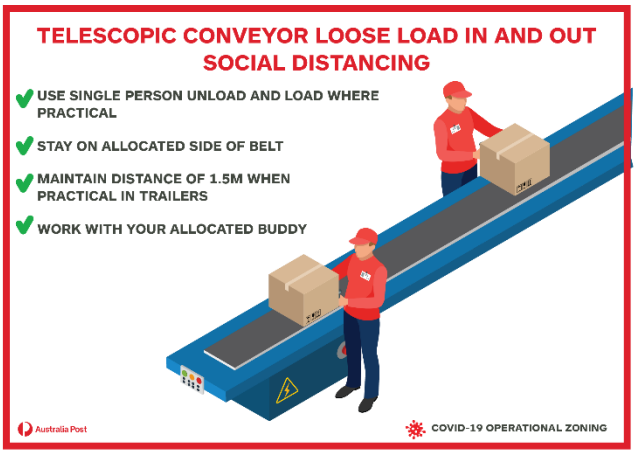
To be placed throughout the facility as appropriate to reinforce government recommendations









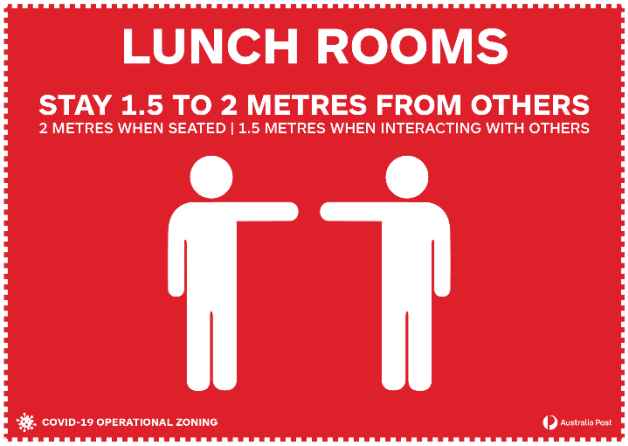

TELESCOPIC CONVEYOR LOOSE LOAD IN AND OUT SOCIAL DISTANCING
USE SINGLE PERSON UNLOAD AND LOAD WHERE PRACTICAL
STAY ON ALLOCATED SIDE OF BELT
MAINTAIN DISTANCE OF 1.5M WHEN PRACTICAL IN TRAILERS
WORK WITH YOUR ALLOCATED BUDDY
Australia Post
COVID-19 OPERATIONAL ZONING

PLATFORM CONVEYOR LOOSE LOAD IN AND OUT SOCIAL DISTANCING
USE SINGLE PERSON UNLOAD AND LOAD WHERE PRACTICAL
WORK WITH YOUR ALLOCATED BUDDY
Australia Post
COVID-19 OPERATIONAL ZONING

DO NOT CONGREGATE
STAY 1.5 TO 2 METRES FROM OTHERS
COVID-19 OPERATIONAL ZONING
Australia Post

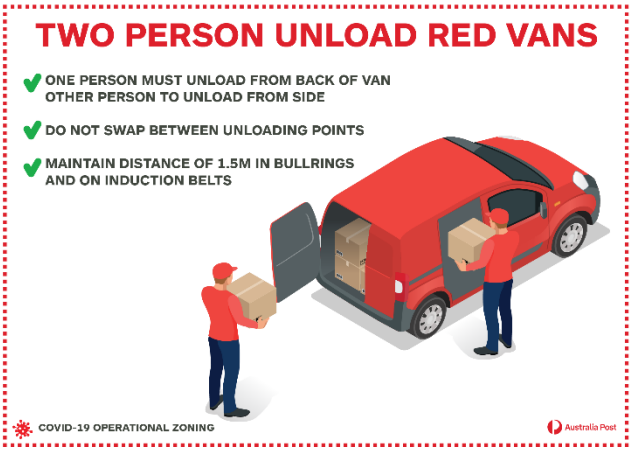
LOADING AIRCANS
WORK WITH YOUR 2 PERSON LIFT BUDDY
COVID-19 OPERATIONAL ZONING
Australia Post

LOOSE LOADING
WORK WITH YOUR 2 PERSON LIFT BUDDY
COVID-19 OPERATIONAL ZONING
Australia Post


LUNCH ROOMS
STAY 1.5 TO 2 METRES FROM OTHERS
2 METRES WHEN SEATED | 1.5 METRES WHEN INTERACTING WITH OTHERS
COVID-19 OPERATIONAL ZONING
Australia Post

OFFICE AREAS
STAY 1.5 TO 2 METRES FROM OTHERS
2 METRES WHEN SEATED | 1.5 METRES WHEN INTERACTING WITH OTHERS
COVID-19 OPERATIONAL ZONING
Australia Post

SOCIAL DISTANCING
STAY 1.5 METRES FROM OTHERS
COVID-19 OPERATIONAL ZONING
Australia Post


TWO PERSON UNLOAD RED VANS
ONE PERSON MUST UNLOAD FROM BACK OF VAN
OTHER PERSON TO UNLOAD FROM SIDE
DO NOT SWAP BETWEEN UNLOADING POINTS
MAINTAIN DISTANCE OF 1.5M IN BULLRINGS
AND ON INDUCTION BELTS
COVID-19 OPERATIONAL ZONING
Australia Post

Post Office Network
Information Sheet

COVID-19 Update
Social Distancing Instructions – Urgent Action Required

In line with recent COVID-19 social distancing guidelines, stores are advised to implement the following changes, effectively immediately.

Key Actions
Please refer to the instructions in this guide for the following:

Front of House (FOH)
- Calculate the **maximum number of customers** that can enter your outlet at any one time per below instructions.
- Set up **A4 Public Notice signage** as appropriate, at your front door and writing benches.
- Implement **floor tape markings** in the **customer queuing area** and at **writing benches** to assist customers maintain 1.5m distance.

Back of house (BOH)
- Calculate the **maximum number of staff** that can work in the back office area at one time using the same calculation principles used for front of house, below.
- Set up **A4 signage,** as appropriate in the back office and lunch room areas.
- Maintain 1.5m distance between staff at all times, throughout the front and back of house.

FOH - Maximum number of customers - Instructions

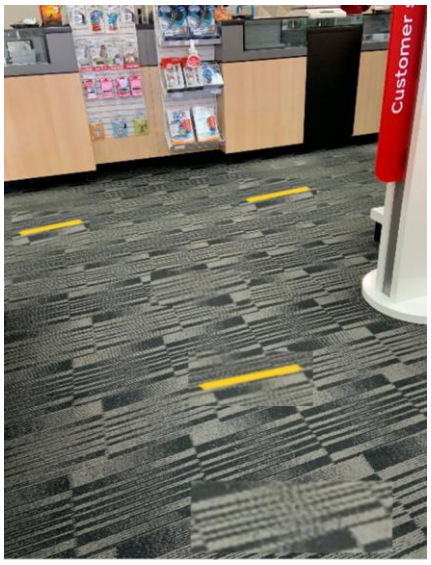
The maximum number of **people** allowed in store at any one time should be based on **one person per four square metres (m2).**
To calculate the **maximum customer** number for your store,
divide the total m2 by 4, less the number of staff = max number of customers

1. Measure the length and width of your shop in metres. Then calculate, length x width = m2 Eg. 10m x 8m = 80m2
   (Quick measuring hack: walk the distance taking large steps while counting. One large step is approx. 1 metre)
2. Divide the m2 by 4 to determine maximum number of people. eg 80 divided by 4 = 20 people.
3. Deduct the number of staff from this number to determine the maximum number of customers. Eg 20 - 3 = 17
4. Your store area may be smaller or larger than the example above, so your maximum customer number may be higher or lower than this.
5. **Enter this maximum customer number on the provided A4 Public Notice and display at the front door.**

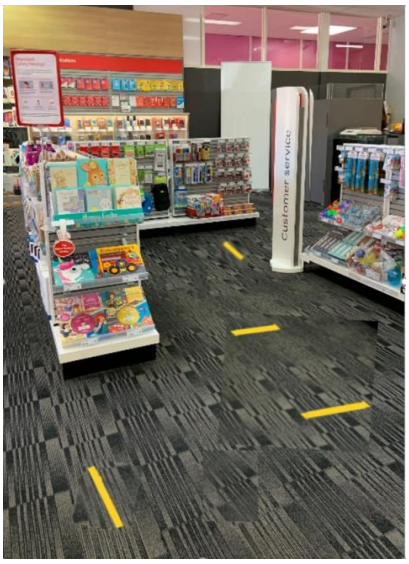
FOH - Queue area floor tape marking - Instructions

Please follow the below guidelines to implement floor tape markings at 1.5m intervals.

1. Please source **25mm wide single colour, anti-slip tape locally** (from Bunnings or similar).
2. If available, we suggest **Brutus anti-slip yellow tape**, (available in 5m rolls or similar).
3. Cut tape into **300mm lengths**. Please make neat, **square cuts with scissors only**. Lengths greater than 300mm may present a tripping hazard and should be avoided where possible.
4. The first tape marker should be positioned where the customer being served should stand. Measure 1.5m from the staff side of the counter out towards where the customer should stand. If your counter is 850mm deep, then the first floor marker should be positioned 650mm from the customer side front of the counter, to **allow 1.5m between staff and the customer** being served.
5. Further markers, from there back in the queue line, should also be **positioned at minimum 1.5m intervals,** back towards the entrance of the store.
6. **Safety checks**: Please continually check the tape for peeling and **replace as necessary**.
7. Please communicate calmly with your customers both at the counter and in the queue in relation to the new **1.5 m social distancing standards** that have been put in place for community safety, across the country. Remembering, this is an education process for all of us.
8. Ensure your A4 Public notice relating to social distancing while queueing is prominently displayed.



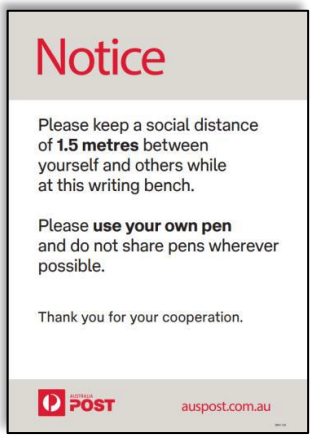
Position 300mm lengths of anti-slip tape, starting 1.5m back from the staff side of the counter and then at further 1.5m intervals along the queueing area as shown.



FOH - Social distancing at writing benches - Instructions

To advise and remind customers to adhere to social distancing guidelines, at and around writing benches:

1. Please print and display the following **A4 Public Notice**.
2. Use one **A4 telescopic** stand in the centre of **each writing bench** and ensure the display is double sided where appropriate, for freestanding writing benches.
3. Using the same **anti slip tape** as per the queue marking above, neatly **create an X mark the floor area in front of the writing bench** to indicate where customers should stand. Ensure these cross markers will achieve minimum 1.5m social distancing while customers are using each bench.


Notice

Please keep a social distance of **1.5 metres** between yourself and others while at this writing bench.

Please **use your own pen** and do not share pens wherever possible.

Thank you for your cooperation.

auspost.com.au

BOH - Social distancing in back office working areas and in staff lunchroom areas - Instructions

The maximum number of **staff** allowed to be working in the back-office space at any one time should be based on **one person per four square metres (m2).**

Staff should also adhere to the 1.5m social distancing requirements at all times, both front of house and back of house, including in the staff kitchen or lunch areas.

To calculate the **maximum person** number for any given space:
Divide the total m2 by 4 = max number of people in that space at any one time.

1. Measure the length and width of each separate back office space in metres.

(Quick measuring hack: walk the distance taking large steps while counting. One large step is approx. 1 metre)

2. Then calculate, length x width = m2 Eg. 6m x 3m = 18m2
3. Divide the m2 by 4 to determine maximum number of people. eg 18 divided by 4 = 4.5 people.
4. Round down eg 4 people. This example is a small back office space, so if you have a larger back office space, your max staff or people number may be higher than this.

Please print and display the following A4 Staff Notice in a highly visible location in each separate staff and work area.

You can access this notice at **Tools & Apps I Coronavirus Information Page I Reducing risk in-store I Staff Notice I Social Distancing in staff areas – Staff Notice.**

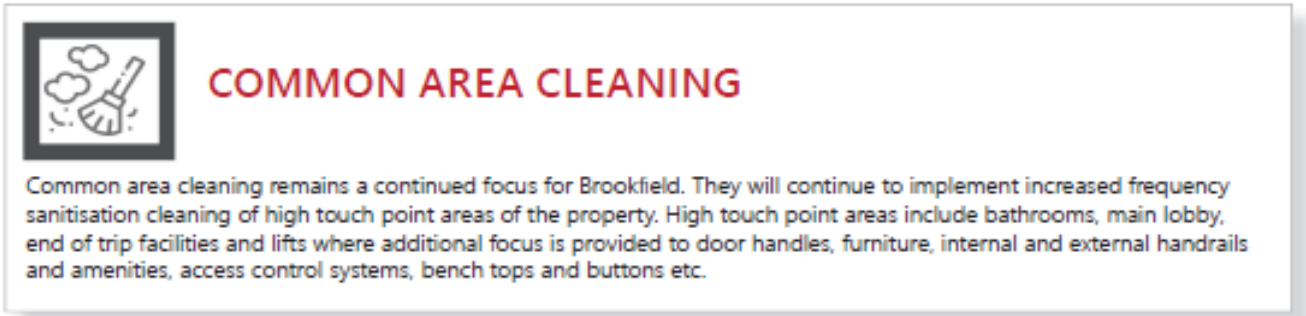
A4 Staff Notice example for **back office** and **lunch room.**

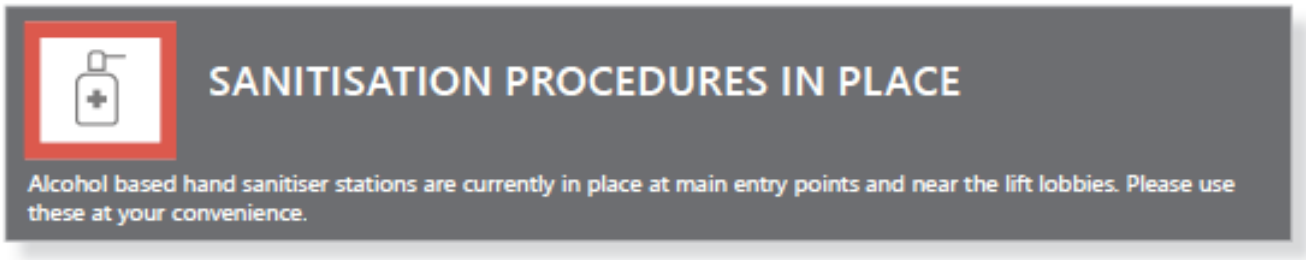
For further information or assistance, please contact your Area or Network Manager.

On floor reminders

Floors all have sanitisation stations as entries and shared spaces

Signage and Cleaning Schedules.





Reducing touchpoints, higher frequency cleaning and access to wipes

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Ongoing updates and access to FAQ

Communicate for Confidence

March 18, 2021

This email was sent to office-based staff and all people leaders nationally.

Hi Elly,

Since we first reopened our offices last year, I have been pleased to see increasing numbers of people again experiencing face-to-face interactions and enjoying the shared sense of community, connection and collaboration that are cornerstones of our culture.

If you haven't yet experienced it, now is an ideal time to begin to return to working collaboratively alongside your colleagues and re-establishing social bonds again in the office.

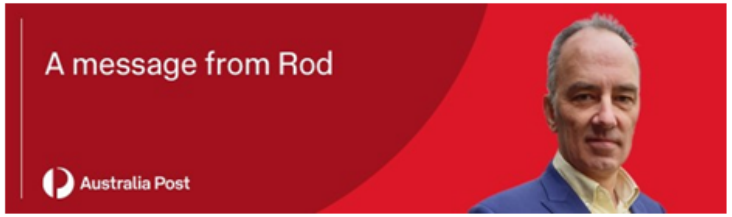
We're ready to welcome you

We are already seeing more teams returning to our offices, with many commenting on the positive energy and buzz they are feeling from seeing others in person.

I was so proud of the way our office-based teams adapted to working from home and found new ways to continue to deliver their work effectively, yet we know there are benefits to being in the office that can't be replicated at home. This includes connecting with team members, collaborating in a more personal way, feeling connected to our brand and business, and accessing all our great workplace spaces, tools and technology.

I know that changing your routine can bring with it challenges, especially for those that haven't worked from one of our offices in a long time. I encourage you to consult with your colleagues and plan your visits to the office as a group, so you can reunite and make the most of being together.

By coming into the office, not only do you get to see your colleagues, but you also have the opportunity to support the community of small businesses such as cafes and retail outlets that have missed your patronage over the past year.



This message has been sent to Victorian employees and all people leaders nationally

February 26, 2021

Dear Elly,

The Victorian Government announced earlier today that restrictions in the state will relax from 11:59pm tonight following a reduction in exposure risk and low community transmission of COVID-19.

As restrictions ease and masks are no longer required, we strongly encourage you to spend more time in our offices and once again enjoy the benefits of face-to-face collaboration and team interaction. In addition, we encourage you to support the small local businesses in the CBD who have been struggling. Their doors are open and their staff are looking forward to welcoming you back.

Masks no longer required within offices

From midnight tonight, wearing a face mask will only be mandatory on public transport, in rideshare vehicles and taxis, in sensitive settings such as aged care facilities – and in some larger retail settings including indoor shopping centres, supermarkets, department stores and indoor markets.

The new guidance means our people are no longer required to wear a face mask in most of our workplaces, including facilities and offices.

While masks will no longer be mandated in most circumstances, you should continue to carry a mask with you and wear it when you can't keep 1.5 metres distance from other people.

Office capacity limits increased

Victorian office buildings will be able to open to 75 per cent capacity and from Monday, all floors in our Bourke Street and Lonsdale Street offices will reopen. This means you will be able to return to working from your usual floor when in the office. As a reminder, please ensure that you swipe your access pass as you move about the building, as this will enable us to trace movement

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Extracts from the Workplace Covid Controls document.

Covid Controls Plan Template.

111 Bourke Street M

item	WORKPLACE ITEM	LOCATION	CONTROL	SUPPORTING DOCUMENT LINKS	DATE	NEXT REVIEW DATE
4.4	End of Trip	All	monitoring of entry times/peaks		8-Jun	
4.5	End of Trip	All	[daily] review & closure if unable to maintain			15-Jun
5	Employee responsibilities	All	Employee responsibilities			
5.1	Employee responsibilities	All	handwashing/using the supplied hand santiser			
5.2	Employee responsibilities	All	keyboard /mice wiping			

WORKPLACE ITEM	LOCATION	CONTROL				
Cleaning	All	Cleaning				
Cleaning	All	Pre return: Flush drains, toilets				
Cleaning		Cleaners to wear PPE				
Cleaning	All	**Daily 2 Hours**				
Cleaning	All	Hospital grade disinfectant clean of touch points		1/06/2020		
Cleaning	All	Ground floor door button		1/06/2020		
Cleaning	All	Ground floor reception desk		1/06/2020		
Cleaning	All	Ground floor speed gate card readers		1/06/2020		
Cleaning	All	Lift lobby buttons		1/06/2020		
Cleaning	All	lift buttons		1/06/2020		
Cleaning	All	Handrails		1/06/2020		
Cleaning	All	Bathroom entry and exit doors		1/06/2020		
Cleaning	All	Kitchen areas including; coffee machines, toasters, sandwich press, microwave, fridge handles, cupboard door handles, tables and chairs/stools		1/06/2020		
Cleaning	All	Stairwell hand rails from ground to level 4		1/06/2020		
Cleaning	All	Biohazard Bin and liners for incident rooms		1/06/2020		
Cleaning	All	**Tenancy Cleaning nightly**	refer cleaning scope - Consolidated	1/06/2020		
Cleaning	All	Hospital grade disinfectant clean of following		1/06/2020		
Cleaning	All	Horizontal surfaces, workstations, Utility bays, meeting room desks, kitchen surfaces, Fridge doors and handles, Microwaves internal and external.		1/06/2020		
Cleaning	All	Full bathroom cleans		1/06/2020		
Cleaning	All	Coffee machine cleans		1/06/2020		
Cleaning	All	Any used crockery, cutlery, glassware cleaned and put away by cleaners, Cleaner to unload dishwasher		1/06/2020		

			recommendations)\	Safework Australia - lifts
12.4	Social Distancing measures	All	Adhere to start/finish staggering roster	
12.5	Social Distancing measures	All	Reduce the number of touchpoints	
12.6	Social Distancing measures	All	No moving between floors	

Controls Doc 111B | 259Queen | Cleveland | 180Lonsdale | Franklin St SA | Safework checklist | STATE BY STATE

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Control Re-instatement Task and priority list.

Plan for any building closure in the event of a COVID infection re-occurrence.

Stream	Commercial Site Re-instatement Checklist	Owner		Levels ? Status	Details	Relevant To site	Status	
							Not Actioned	
WS	**Operations / Infrastructure**						Not Actioned	
	A/C De-activated on applicable floors	Neil		Not Act				
	All Lift operation revised.	Neil		Not Act				
	Lighting de-activated	Neil		Not Act				
	Entrance Doors Closed -Brookfield	Neil		Not Act				
	Have lifts been isolated from accessing closed floors where possible	Neil		Not Act				
	For assets that need people working within them, are floor plans provided to direct people to the correct working location	Andrew/Rosie		Not Act				
	Is hand sanitizer available at lift entrances & ammenities	Andrew/Rosie		Comp				
	Turn off Printers	Andrew/Rosie		In Prog				
	Turn off Meeting Room Screens	Andrew/Rosie		In Prog				
	Tape off Staircases?	Andrew/Rosie		N /				
	Turn off Coffee Machines	Andrew/Rosie		Comp				
	Cancel Milk order	Andrew/Rosie		In Prog				
	Turn off Zip units	Andrew/Rosie		In Prog				
	Stop Newspaper deliveries	Andrew/Rosie		N /				
	Close Operable walls - meeting rooms closest to kitchen	Andrew/Rosie		Comp				
							Not Actioned	
WA	**Occupancy planning**						Not Actioned	

WA	**Occupancy planning**					Not Actioned
	Teams with Exception addressed	Alex	Not Actioned			Not Actioned
	Plans of all open and closed floors and teams shared with Workplace Team	Alex	Not Actioned			Not Actioned
	BU Rep Meeting	Alex	Not Actioned			Not Actioned
	Clear direction to WP Team for Daily Walkthroughs and Roster	Alex	Not Actioned			Not Actioned
	Comms to all teams if required	Alex	Not Actioned			
PM	**Sub-Tenants**					
	Meeting with Sub tenants	Belinda Cen	Not Actioned			
	Comms to Sub tenants	Belinda Cen	Not Actioned			
	Brookfield to shut off services to Subtenant floors where applicable.	Belinda Cen	Not Actioned			
						Not Actioned
GS	**Group Security to manage/confirm**					Not Actioned
	All Access passes De-activated	Sandeep/Andrew	Complete			Not Actioned
						Not Actioned
WS	**Reception**					Not Actioned
	New Scripting and messaging consistent with Comms?	Rosie/GSA	Not Actioned			
			Not Actioned			Not Actioned
Comms	**Communications/Change**		Not Actioned			Not Actioned
	Mask signage placed	Rosie/Andrew	Not Actioned			Not Actioned
	All COVID signage in place	Rosie/Andrew	Not Actioned			Not Actioned
			Not Actioned			Not Actioned
WS	**Housekeeping/Cleaning**		Not Actioned			Not Actioned

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Self-assessment for risk of coronavirus (COVID-19) **Issue Date 20 December 2021**

Are you required to quarantine following overseas travel?

YES

Do not attend work

Contact your Manager. Check www.health.gov.au for current quarantine requirements after entering Australia.

NO

Have you been in contact with someone who is suspected or confirmed to have COVID-19?

Have you:

1. visited an exposure site as declared by the State/Territory Dept. of Health during the defined exposure period that requires you to test and isolate?
2. been living in the same house as a confirmed case or visited their house for more than 4 hours during their infectious period?
3. been in the same setting with a confirmed case in their infectious period?

YES

Do not attend work

- Contact your Manager for advice on next steps. Requirements vary and you may need to test and isolate before you can attend work.
- Follow any directions provided by Australia Post as to testing and self-isolation.
- Comply with any directions given by State/Territory Dept. of Health

If you are already at work:

Contact your manager immediately who will assist you with next steps.

NO

Are you experiencing common COVID-19 symptoms* such as fever or history of fever, coughing, sore throat or shortness of breath or other symptoms.

YES

NO

You DO NOT need to self-isolate

If you are unwell with any other illness, please do not attend work and your doctor will assess and manage you in the normal way.

Additional information

*Common COVID-19 symptoms are: fever or history of fever, coughing, sore throat and shortness of breath. Other reported symptoms include: fatigue, loss of smell, loss of taste, runny nose, muscle pain, joint pain, diarroea, nausea/vomiting, loss of appetite.

This notice is current as at 20 December 2021. Information about the COVID-19 situation is constantly being updated. Refer to health.gov.au or State/Territory Dept. of Health website for the most up to date information. Australia Post has released a Pandemic (COVID-19) Leave policy to assist employees at this time. Speak to your manager or contact Employee Assist on 1300 363 772.

If you test positive for COVID-19

Follow your GP and health authority's directions about self-isolating and further testing.

Returning to work:

- Travel and Exposure Site Quarantine

If you were required to self-isolate due to returning from overseas or visiting an exposure site and have not shown any COVID-19 symptoms during quarantine, or had close contact with a suspected or confirmed case, you may return to work at the end of the quarantine period if you are well.

- All other self-isolation

If you were required to self-isolate because you were a suspected or confirmed case or you developed symptoms during a period of quarantine, before returning to work, you must comply with health requirements eg testing and you must be well.

The length of self-isolation depends on different factors. The health authority or our contact tracing team will provide directions. You must contact your manager prior to returning, so they can arrange suitable work, and confirm you are able to return.

What to do next:

People Leaders, if your team member has answered yes and is at work or has had symptoms in the last 48 hours whilst at work, refer to the Manager Guide.

COVID-19 HOTLINE NUMBERS

NSW/ACT	1800 020 080 (National hotline)	SA	1300 232 272
VIC	1800 675 398	NT	1800 020 080
QLD	13 43 25 84	TAS	1800 671 738
		WA	1800 020 080

Australia Post

Manager Guide: Managing COVID-19 Exposures and Suspected Cases Guide.

Use self-assessment guide - has person visited an exposure site, been in contact with a suspected or confirmed case and/or displaying COVID-19 symptoms.

Note: Definitions of close contacts and casual contacts are different between each State/ Territory Dept. of Health. Contact your safety manager for more advice.

YES

Ask employee and note:

- What is your vaccination status (not vaccinated, partially vaccinated, or fully vaccinated)?
- If you visited an exposure site, which one and when?
- If you have symptoms, when did they start?
- If you have had contact with a suspect or confirmed case; who, when, where and for how long?
- In the time since you had contact with a suspected or confirmed case, visited an exposure site or in the 48 hours before your symptoms started or you had a COVID test if you do not have symptoms;
  - > What equipment (desk, meeting room, machinery) have you used in your zone?
  - > Who have you had face to face contact with?
  - > Where else in the building/facility have you been outside your zone?
  - > What was the size of the space where you had contact?
  - > What controls are in place at the site they work at, such as Rapid Antigen Testing or Smart Badges?
- Who is your emergency contact and their details?

Advise the employee:

- They will need to get tested and self-isolate immediately. The health authority or our contact tracing team will advise their period of isolation depending on the circumstances.
- To tell you of any test results for themselves or their contacts

Contact Regional Safety Manager or Group Safety (1800 757 488) immediately, who will provide advice and support on various State/Territory Health Dept. requirements, potential zone closures, cleaning requirements, contact tracing and communication to other team members.

Ensure **Staff Impact Register** is completed

- Follow up with employee to check on their welfare and obtain results of any COVID-19 test.
- Update the Staff Impact Register with test result information.

If the person notifies you whilst at work, take the following precautions:

- ensure you and the person are both wearing a face mask
- maintain 1.5m distance
- ensure the person leaves site quickly and avoids others (collect belongings for them if necessary). Ensure they can return home or travel to a testing site safely eg not via public transport
- conduct questioning via telephone

NO

If the person is unwell, but not with COVID-19 symptoms, direct them to go or stay home until they are well. No further action required.

Safety & Workplace (1300 308 155) will determine cleaning requirements:

1. Symptoms present, but does not meet COVID-19, suspected or confirmed case definition - no isolation of zones will be required, but a surface wipe down of the immediate area will be conducted.
2. Suspected, or confirmed case – additional cleaning may be required. Manager will be requested to immediately isolate relevant zone* and provide details of employee's movements and close contacts in the 48 hours prior to showing symptoms or having a COVID test if no symptoms.

To help you identify the **relevant zone** requiring cleaning, please note the following:

- In Mail Processing and other large facilities, refer to the COVID-19 Facility Zoning Guidelines and maps and note the locations (including vehicles) the employee visited in the 48 hours prior to showing symptoms or having a COVID test if no symptoms.
- In Post Offices, the **relevant zone** will generally comprise the entire Post Office.
- In head offices, the **relevant zone** will comprise the employee's usual work area, common areas on that floor (eg kitchen, toilets, printers, lifts), and any place the employee visits in the 48 hours prior to showing symptoms or having a COVID test if no symptoms.

Australia Post

This notice is current as at 25 October 2021. Information about the COVID-19 situation is constantly being updated. We will update you regularly on ways to keep you and your people safe.

COVID-19 Suspect or Confirmed Case Response Process

Phase 1: Immediate Response

COVID-19 Manager Self Assessment Process

Step 1
Notification of potential COVID case

Team member becomes suspected or confirmed case & notifies manager.

Step 2
Manager Immediate Response

Manager immediately:
Advises team member to self isolate & conducts preliminary assessment. Confirms likely suspect or confirmed case.

Step 3
Manager Assessment process

Manager conducts initial interview.
Manager Collects
- If you visited an exposure site, which one and when?
- If you have had contact with a suspect or confirmed case: who, when, where, size of space and for how long?
- What controls are in place on site such as Rapid Antigen Testing or Smart Badges?
- What is your vaccination status (not vaccinated, partially vaccinated, or fully vaccinated)?.
- If you have symptoms, what are they & when did they start?
- In the 48 hours before your symptoms started*:
  - What equipment (desk, meeting room, machinery) have you used in your zone?
  - Who have you had face to face contact with?
  - Where else in the building/facility have you been outside your zone?
- Who is your emergency contact and their details?

Step 4
Manager Notify Safety Team

Manager notifies Regional Safety Manager or Group Safety (1800 757 488) who will provide advice and support.

Confirmed Suspected, or Confirmed Case

Exposure Site attendance only – no further action required. Team member to comply with all Health Dept. directions to test and isolate.

Safety & Workplace Risk Assessment

Step 5
Risk Assessment

Case Controller assigned & conducts COVID-19 Safety Risk Assessment. All next steps dynamic and based on Risk Assessment.

Step 6
Isolate Worksite/Zone & Arrange Cleaning

Case Controller instruct Manager to:
1. Immediately isolate relevant zone
2. Instruct relevant workers to self-isolate
3. Display COVID-19 signage within site as appropriate
4. Contact facility management to arrange appropriate cleaning if required

Step 7
Notify Group Safety Rapid Response Team

Case Controller to notify Group Safety and/or Rapid Response Team** (RRT) of case for contact tracing

Step 8
Staff Briefing

Manager &/or Regional Safety Manager provide Team briefing, informing of event and advise of isolations and contact tracing process.

Phase 2: Case Management

Contact Tracing

Step 1
Rapid Response Case assigned

Case Controller notifies RRT of case and RRT contact tracing manager assigned.

Step 2
Preliminary Incident Report

RRT contact Manager to document COVID-19 case details in secure system for initial incident report for confirmed cases

Key information includes:
1. Nature and date of symptoms occurring
2. Last date at work
3. Confirm contact details of impacted team member
4. Contacts*** & exposure risks
5. Controls in place on site e.g. Smart Bands or RAT

Step 3
Contact Impacted Team member

RRT contact impacted team member to confirm case details 48 hours prior to onset of symptoms or time of test:
Key information includes:
1. Nature and date of first symptoms
2. Testing results
3. Last date at work
4. Contacts*** & exposure sites attended
5. Vaccination status
6. EAP support

Step 4
Immediate Contact Tracing

RRT support manager to advise contacts to self isolate & arrange for testing in line with nature of contact.

Step 5
Case Notes for Confirmed Cases

RRT to document case notes for all contacts, with decisions made, and contact logs throughout case management phase.

Step 6
Health Department Reporting

As required, contact Health Dept. with details of positive case & contacts details

Phase 3: Monitoring & Support

Monitoring & Support

Step 1
Monitoring

RRT to continue to monitor cases & contacts' health & wellbeing plus update on test results and isolation periods as per relevant Health Dept. guidelines

Step 2
Incident Report

RRT or Case Controller to complete full incident report with documented confirmed case notes in DoneSafe.

Step 3
Record Management

Confirmed case incident reports to be securely stored in DoneSafe.

Phase 4: Workplace transmission

Notification of workplace transmission

Step 1
Notify Group Safety

RRT or Case Controller to notify Safety Standards & Compliance (Group Safety) of confirmed or potential COVID-19 workplace transmission. Group Safety will coordinate Comcare notification if required.

* If no symptoms, 48 hour period commences from time of COVID test

**Rapid Response Team can be replaced with Safety team when RRT not operating

***Contacts - definitions are different between each State/Territory Dept. of Health. Familiarise yourself with your relevant State/Territory definitions to assist with contact tracing.

Dynamic Risk Assessment Process for Potential COVID-19 outbreak – Clean and Closure

Identify the zones the worker/s were within in the 48 hours before symptoms started or time of PCR test if no symptoms

Commence contact tracing from the period commencing 48 hours prior to the onset of symptoms or time of PCR test if no symptoms to identify contacts

Multiple confirmed cases not contained to zones	Multiple confirmed cases contained zones	Single confirmed case	Three or more suspected cases in five days	Single suspected case	Notification of suspected/ confirmed case > 72 hours after last on site AND/OR not at workplace in 48 hours prior to symptoms or test
Consider closing workplace	Require relevant workers in zone and close contacts* to test and isolate Advise other workers to monitor symptoms	Require contacts* to test and isolate in line with guidelines Advise other workers to monitor symptoms	Follow process for single suspected case	Require worker to test and isolate and identify potential close contacts	Require worker to test (if not yet confirmed) and isolate
Consider entire workforce present within relevant period to test** and isolate	Isolate zone/s and conduct a High Touch Point Clean	Isolate zone/s and conduct a High Touch Point Clean	If subsequent cases relate to original source (already in isolation), require all additional close contacts* to test and isolate. Advise other workers to monitor symptoms	Confirm standard cleaning adequate	Require close contacts* to test and isolate if confirmed case or suspect case becomes confirmed. Advise all workers to monitor for symptoms
Conduct an additional High Touch Point Clean of whole workplace	Conduct dynamic risk assessment as required to determine if operations can continue	Continue with operations or conduct further dynamic risk assessment as required	If subsequent cases not already in isolation, follow relevant multiple confirmed cases process	Advise other workers to monitor for symptoms	Confirm standard cleaning adequate
Conduct dynamic risk assessment as required, continue operations with alternative workforce if testing necessitates			Conduct dynamic risk assessment to determine if operations can continue	Continue with operations	Continue with operations

Standard controls

Definition of suspected case based on symptoms and epidemiological evidence – Senior Safety Team to determine based on Health Dept. requirements and CDNA Guidelines

* Close contact - definitions are different between each State/Territory Dept. of Health. Check the relevant State/Territory definitions to assist with contact tracing.

** Test – testing may be PCR or Rapid Antigen Testing based on the circumstances. Symptomatic contacts must undertake PCR test. Isolation periods vary and will be determined based on the nature of the contact.

16 December 2021

Dynamic Risk Assessment Process for Potential COVID-19 outbreak – Clean and Closure

A dynamic risk assessment to determine the need to vacate the work premises is required where there are multiple cases at a site within a 7 day period or 3 or more suspected cases within a 5 day period to reduce the likelihood of an outbreak. It is to be completed by a member of the Senior Safety team in consultation with the site operations management team using the following Risk Assessment guide. Instructions from the relevant Department of Health will always take priority.

CONSIDER THESE FACTORS:

Contact Tracing Effectiveness

- Interviews completed and detailed
- Visitor records available & comprehensive
- Records of staff movements available and comprehensive

Zoning Effectiveness

- Zoning in place
- Size of zone enables containment & evidence of compliance to zoning rules
- Zone has no or limited shared facilities (toilets, meal areas, carparks)

Cleaning Effectiveness

- Regularity of cleaning, expertise of cleaners
- Cleaners on site throughout day doing high touch points

Infectiousness of cases

- Time when symptoms first appeared
- Time when last at work & time on site
- Source of infection known or most likely known and external to AP or within AP or unknown
- Vaccination status of case and contacts

Role of workers

- Workers' tasks are close to others for long periods increasing likely spread
- Workers' tasks have limited contact with people or site limiting likely spread

Other cases

- Other suspected or confirmed cases in last 7 days at site or in zone
- Source of cases – do cases have high probability they are linked or independent of each other

Controls in place

- Additional controls in place on site e.g. high vaccination rates, Rapid Antigen Testing (RAT), PCR testing, or Smart Badges.

Given the fluid, fast paced information available, a dynamic risk assessment is most appropriate for a potential COVID 19 outbreak.

The definition of a dynamic risk assessment is: "The continuous **process** of identifying hazards, assessing risk, taking action to eliminate or reduce risk, monitoring and reviewing, in the rapidly changing circumstances of an operational incident.

Head of Safety or relevant General Manager may elect to apply additional controls in certain circumstances where required eg Closure of Post Office environments where public exposure cannot be determined, RAT or PCR testing, Smart Bands or where psychosocial risks warrant additional controls.

Outcome	Risk Assessment Authorisation
Medium-low likelihood that cases contained **Consider additional controls based on factors assessment eg:** • Shut additional Zones, do additional high touch point cleans • Broaden contact tracing parameters • Rapid Antigen Testing (RAT) or PCR testing • Smart Badges	**Multiple Cases** • Head Of Safety or General Manager Safety & Wellbeing recommends any additional controls and relevant General Manager approves • Where Safety and line management roles disagree, escalate up a level.
High likelihood that cases contained • Foundational Controls appropriate	**All other cases** • Senior Safety Manager recommends appropriate Foundational Controls and Direct Report to relevant General Manager approves

Rapid Antigen Testing Procedure

1. Purpose

The purpose of this procedure is to detail the requirements for Rapid Antigen Testing (RAT) as directed by Australia Post Group (APG). RAT will be conducted in accordance with or in addition to any existing requirements that might apply under health orders issued by State Governments, such as vaccination or routine COVID-19 testing.

2. Scope

This procedure applies to APG workers, including contractors and casual employees, who have been directed by APG to undertake RAT. It also applies to visitors where RAT is implemented as a condition of entry to site. Workers or visitors will self-administer rapid antigen tests which may be conducted either under the supervision of an experienced health professional from selected APG partner health care providers or without supervision. The RAT process may occur onsite or offsite. APG will determine the nature of the RAT process and direct workers and visitors accordingly. Note; this process does not apply to polymerase chain reaction (PCR) testing.

3. Supervised Testing Process

Workers or visitors may be required to download an appropriate application to their device to enable the RAT process, for example, the Navify Pass application, and complete the registration process.

Onsite Pre-testing set up

Action	Who
a) Assess and implement a Floor Traffic Management Plan (FTMP) in conjunction with Facility Covid Zoning	Site management and Deliveries Safety
b) Implement sufficient and prominent QR code facilities access where required	
c) Ensure adequate personnel are allocated to manage FTMP and QR coding flows and issues	
d) Ensure a clear point of contact is available for the rapid antigen testing professional when arriving and when onsite	

Testing process

Note: Supervised RAT is performed by a person on themselves under the supervision of a trained medical professional. The supervised testing process procedure is owned and implemented by the provider.

Action	Who
a) Workers/visitors are to check in using the dedicated QR codes prior to testing where required	Worker/visitor, AP RAT Supervisor, Health professional
b) Workers/visitors provide details to the RAT supervisor – name, phone number and suburb of your place of residence. *Workers can show a copy of their drivers' license and use their hand to cover the actual street address.*	

c) Workers/visitors are to have the App open and ready so that the QR code can be scanned.	
d) Health Professional to assist worker/visitor in how to self-administer the test and where to return it	
e) Worker/visitor will need to return directly to their vehicle or dedicated waiting area and remain there until a result is received. They must physically distance from others during this time.	
f) Worker/visitor Electronic proof of negative result will be provided to them via the App, or if the App isn't available, by text message.	

Invalid RAT result

Action	Who
a) If a worker/visitor's test result is invalid or inconclusive, the worker is required to return to the testing tent and get another kit, following the above process again.	Worker/visitor

Negative RAT result

Action	Who
b) If a worker/visitor's test result is negative for COVID-19, they can show negative result to AP RAT supervisor then proceed promptly to site.	Worker/visitor
c) Worker/visitor to check out (where available) of RAT station and check into facility as per normal Covid-19 protocols.	

Positive RAT result

Action	Who
a) Collect additional details from Positive person while maintaining social distance (e.g. person stays in their vehicle). Include where the person last worked, dates, result of last PCR or RAT test and this positive result.	Worker/visitor, AP RAT Supervisor, Health professional, Deliveries Safety,
b) Positive person to be directed to go for PCR test at nearest government site or if available on current site, conduct rapid PCR test.	
c) RAT Supervisor to notify site manager of the positive RAT result	
d) Manager and RAT Supervisor to determine who was tested immediately either side of the Positive person and if required, ask them to leave site until a PCR test is confirmed as they could be contacts.	
e) If at a facility where SmartBadges are in use, site representative to commence collecting relevant data if the person has a SmartBadge	
f) If a positive PCR test is subsequently received, manager to call a senior safety team member for further direction and apply confirmed Covid-19 case protocols	
g) Other than as indicated above, no other workers/visitors are required to isolate and no additional cleaning is required prior to a confirmed positive PCR test.	

Note: positive RATs do not need to be notified to respective Departments of Health.

4. Unsupervised Testing Process

Testing process

Note: Unsupervised RAT is performed by a person on themselves. It will often occur off APG premises, but may be conducted anywhere that is appropriate for the testing process.

Action	Who
a) Workers/visitors may be required to download an appropriate application to their device to enable the RAT process, for example, the Navify Pass application, and complete the registration process.	Worker/visitors
b) Worker/visitor to familiarise themselves with instructions on how to self-administer the test via video or written instructions provided	
c) If in an area with other people, worker/visitor will need to find an isolated space to conduct the test and remain there until a result is received. Worker/visitor not to enter site prior to RAT.	
d) Worker/visitor to perform RAT on themselves in accordance with the instructions	
e) Electronic proof of negative result will be provided to the worker/visitor via the App, or if the App isn't available, the worker/visitor should take a photo of the result to provide to APG supervisor.	
f) Test kits can be disposed of in a sealed plastic bag, such as a zip lock plastic bag and disposed in normal lined rubbish bins.	

Invalid RAT result

Action	Who
a) If a worker/visitor's test result is invalid or inconclusive, the worker is required to conduct another test, following the above process again.	Worker/visitor

Negative RAT result

Action	Who
a) If a worker//visitor's test result is negative for COVID-19, they can show negative result (via App or photo) to APG supervisor and then enter site.	Worker/visitor, Supervisor

Positive RAT result

Action	Who
a) If a workers/visitor's test result is positive, they should remain isolated and immediately call their supervisor or APG contact.	Worker
b) Supervisor/APG contact to collect additional details from Positive person via phone to remain isolated. Include where the person last worked or any APG sites the visitor attended, dates, result of last PCR or RAT test and this positive result.	Worker, APG Supervisor, Deliveries Safety,
c) Positive person to be directed to go for PCR test at nearest government site	
d) Supervisor/contact to notify site manager of the positive RAT result	
e) If at a facility where SmartBadges are in use, site representative to commence collecting relevant data if the person has a SmartBadge	
f) If a positive PCR test is subsequently received, manager to call a senior safety team member for further direction and apply confirmed Covid-19 case protocols	

g) No other workers are required to isolate and no additional cleaning is required prior to a confirmed positive PCR test.	

5. When RAT may be used

RAT may be utilised:

- where required by the relevant health department
- as an additional control to enable precautionary or routine COVID-19 testing of our workers
- as a condition of entry to our sites
- as directed by Australia Post as a risk assessment tool

RAT cannot be utilised:

- where a person has COVID-19 symptoms, they should be immediately directed to leave site, obtain a PCR test and isolate
- as a substitute for PCR testing when it is required by the relevant health department

RAT may be used in addition to PCR testing in certain circumstances to determine exposure risk quickly, but it cannot be used as a substitute for PCR testing when it is required by the relevant health department. For example, if there has been a COVID exposure and a contact must be tested and isolate, a RAT is not a substitute for a PCR test. Conducting a RAT in this circumstance may enable our workers and the business to quickly obtain a preliminary RAT result to give them some comfort and to allow the business to understand the potential exposure risk quickly, but the person must also immediately obtain a PCR test and isolate until they are cleared to return to work in accordance with their contact status requirements.

References

- Please consult your relevant State Government Health website for up-to-date RAT guidance and information.
- State Government requirements in relation to RAT will take precedence over this procedure to the extent of any inconsistency.

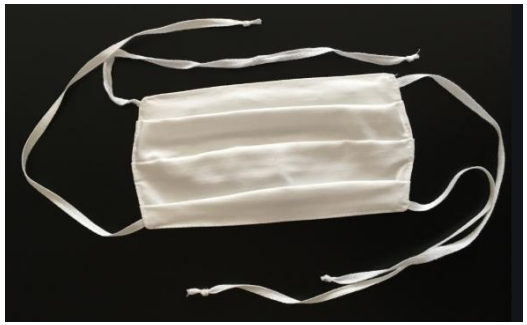
Related documents

- Appendix 1. Australia Post Group Rapid Antigen Testing Process Quick Reference Guide
- Appendix 2. SIB Covid Controls Update
- Appendix 3. NAVIFY Pass (Test Recipient) User Set Up Guide

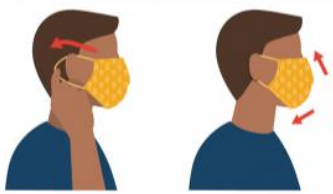
Document Administration

Document Approver	Head of Group Safety, Wellbeing & Governance
Document owner	Head of Group Safety, Wellbeing & Governance
Document Author	Group Safety
Document approval date	December 2021
Review date	2023
Classification	Internal Document

Risk Assessment–Fitted Face Coverings (Covid-19) V2

Plant / process: Wearing fitted face coverings in high risk settings.	**Overall residual risk rating*:** Extreme High Medium Low **Scheduled Review Date** (as appropriate for the level of residual risk): <2023>
Assessment date: 30/09/2020 **Location of assessment:** 111 Bourke Street (desktop)	
Prepared by: Pablo Ziogos, Technical Safety Specialist	
Client / sponsor: Rod Maule, GM Safety and Wellbeing **Date authorised:** 30/09/2020	
Assessment type: New Hazard Identified – Initial Risk Assessment	
Scope of assessment: Use of fitted face coverings to limit exposure to coronavirus by person when the use of face coverings is recommended or mandated by the relevant Government health authority. **Application:** All workers, contractors and visitors to Australia Post Group facilities.	
Assessment team: Pablo Ziogos, Technical Safety Specialist, Stephen Hehir, Manager, Safe Design and Safety Consulting; Kim Grady, Head of Group Safety; Rod Maule, GM Safety and Wellbeing **Consultation team**: Chris Zichy-Woinarski, General Manager Safety & Wellbeing (COO), Clayton Anderson, National Safety Manager – Critical Risk, Paul Colosimo, Health & Safety Rep, Brad Duncan, Health & Safety Rep. Vishy, Health & Safety Rep. Can Papaioamou, Health & Safety Rep. Frank Castrucci, Safety Advisor Vic/TAS. David Mifsud, Safety Advisor Vic.	
References / attachments: Australian Government – Be Covid Safe. CDC – Use of Cloth Face Coverings to Help Slow the Spread of Covid-19. Coronavirus Disease 2019 (COVID-19) CDNA National Guidelines for Public Health Units. Advice on the use of masks in the context of Covid-19 – WHO 5 June 2020. State Government Health Departments – DHHS Vic, ACT Health, Service NSW (NSW Government),NT Government, QLD Health, SA Health, Department of Health Tasmania, WA Health.	
Description: This risk assessment considers the wearing of face coverings to limit exposure to coronavirus when recommended or mandated by the relevant Government health authority. Note: A face covering needs to be a fitted face mask that covers both the wearers nose and mouth. Cloth and surgical face masks are not sterile surgical masks or respirators. Sterile surgical face masks are critical supplies that should continue to be reserved for healthcare workers and other medical first responders.	

Haz Ref.	Hazard Source / Exposure description	Risk Rating Current	Recommended Safety Actions In addition to standard actions for workplaces#	Control Level	Risk rating Residual *	Responsible Area (by whom, by when)	Date Actioned	Scheduled review date ^
1	Transmission of Covid-19 virus between people through close contact and droplets (not airborne transmissions) - causing infection or illness.	High 3B	Preventative measures in the workplace to Covid-19 include: • Workers do not come to work If they are sick, have a fever, fatigue, shortness of breath, sore throat and or cough, loss of smell or taste; • Workers do not come to work if they have been in close contact with someone who has Covid-19 or is suspected of having Covid-19; • Workers maintain physical distancing (a minimum of 1.5 meters) at all times • Performing frequent hand hygiene with an alcohol base hand sanitiser (where available) or with soap and water for a minimum of 20 seconds; • Workers avoid touching their eyes, nose and mouth; • Workers practice respiratory hygiene by coughing or sneezing into their bent elbow or tissue and then immediately disposing of the tissue; • Workers voluntarily or in line with health authority directions wear a fitted cloth mask that is their own and has been brought into the workplace by the worker; • Workers wear fitted face coverings when the use of use of face covering is recommended by the relevant Government health authority/department. • A P2 mask may be used, provided the mask does not contain a filter/valve. When a worker wears a fitted face mask, the worker should avoid regularly adjusting the face mask as any droplets on the covering can transmit to the hand. • Hands are washed before putting on the face mask; • Ensure the face mask covers the nose & mouth and fits snugly under the chin,	ADMIN / PPE 3	Low 1D	Safety & Wellbeing	30/06/2020	30/06/2023

			over the bridge of the nose & against the sides of the face;  • Do not touch the front of the face mask while it is on or when removing it; • Avoid regularly adjusting the face mask as any droplets on the face mask can transmit to the hands; • Immediately wash hands if the face mask is accidentally touched whilst wearing; • Take the face mask off carefully, using the straps behind your head or stretch the ear loops (only handle by the ear loops/ties • Wash hands immediately after removing the face mask. • To store or transport carefully fold the face mask, so the front of the face mask is folded inward and against itself. Wrap the cloth face mask in clean paper towel, clean paper bag or zip lock bag; • Anytime you touch, remove or dispose of a face mask perform hand hygiene; • In the lunchroom face masks can be removed while eating or drinking, however should be worn at all other times;					

			• Face masks should be routinely changed after every day of use or if they are wet or soiled; • Disposable face masks should be routinely changed after every four (4) hours of use or if wet; • Dispose of face mask responsibly in a rubbish bin. Do not leave used face masks lying around; • If workers are using their own reusable cloth face mask, the cloth face mask should be washed daily by hand or in the washing machine with regular laundry detergent in hot water. A face covering may not protect the wearer. Face coverings may help prevent people who have COVID-19 from spreading the virus to others. The spread of COVID-19 can be reduced when face coverings are used along with other preventive measures, including physical distancing, frequent handwashing, cleaning and disinfecting frequently touched surfaces. Workers are trained in the use of PPE, which includes putting on the PPE, removing it, replacing it and disposing of the PPE in the rubbish bin. Safety Instruction, posters, instructional video, FAQ and/or comms to remind workers to follow these practices.					
2	Strike Object – due to poor visibility from condensate / fogging on glasses or helmet visor when wearing a face covering.	Medium 1C	Workers have different styles of fitted face coverings available. Worker makes sure the face mask is fitted and pinched on the nose. Put glasses on after the face mask Workers required to wear cloth masks are appropriately trained in the correct use, fit and replacement of cloth masks. Anti-fog lens cleaning wipes are readily available.	PPE 3	Low 1D	Safety & Wellbeing	20/07/2020	30/06/2023

			Washing glasses or helmet visor with soapy water will prevent misting of surfaces in many everyday situations. Twisting the strands of the earpiece on the masks, before placing them over the ears, creates a small air flow out of the side of the mask and stops the fogging.					
3	Movement of face mask restricting vision or breathing capability when making a delivery riding on an EAMB, EDV, MC, Van or Truck.		When delivering in a truck a mask is not required to be worn if you are alone in the cabin. Drivers will need to put on a face covering before they leave the vehicle or if they wind down the window to talk to someone. When working in a van, due to the high frequency with which a driver leaves the vehicle, a fitted face covering should be kept on when driving a van, as removing the face covering and putting it back on may spread any contamination on the surface of the mask. When delivering on a MC or EDV workers do not need to wear a face covering when travelling at speed and visor is down on a full helmet. The risk of viral transmission during a stem ride is low. When riding an EAMB, workers do not need to wear a face covering when travelling at faster speeds where viral transmission risk is low. When an EAMB, MC or EDV is travelling at low speed for instance on a footpath or has stopped, a fitted face covering must be worn due to potential interaction with public and inability to physical distance. Neck warmers are permitted to be worn by the worker. The AP issued Neck Warmers can be used as an option as a Face Covering for operators, and the neck warmer must be pulled up to cover the nose and mouth. Neck warmers should be routinely changed after every day of use and washed by	PP3	Low 1D	Safety & Wellbeing	20/07/2020	30/06/2023

			hand or in the washing machine with regular laundry detergent in hot water. Workers should always also carry a separate face covering in the event their neck warmer becomes wet and ineffective. 					
4	People with medical conditions or disability preventing the worker from wearing a face covering. The introduction of face masks, while keeping workers safe, also presents a real communication challenge for anyone who relies on lip reading or facial expression to communicate with others. This might include people who are deaf, hard of hearing or have autism.	High 4B	Workers can remove their face covering when communicating with a person who is hearing impaired, where the ability to see the mouth is essential for communication. Workers should maintain physical distancing of 1.5 metres and if they need to cough or sneeze, do so into a tissue or your elbow. Workers can remove their face covering when communicating with a person who is hearing impaired, where the ability to see the mouth is essential for communication. Workers should maintain physical distancing of 1.5 metres and if they need to cough or sneeze, do so into a tissue or your elbow. In this situation it is important to ask the person what adjustment will work effectively for them. Where workers are impacted and would like to discuss other ways AP can enable clear communication, contact DiversityandInclusion@auspost.com.au	PPE 3	Low 1D	Safety & Wellbeing	20/07/2020	30/06/2023

			People with other medical conditions or disability that mean they cannot wear a fitted face covering must speak to their manager about their situation. Fitted face coverings must be worn at all times other than identified in this risk assessment.					
5	Performing work resulting with increased breathing and exertion rate to worker such that there is an increase in the amount of moisture expired making the face covering feel damp or creates difficulty breathing.	Medium 3D	For tasks that result in an increase of breathing and exertion rate, such as repeatedly lifting bags or performing a two person lifts or heavier weights additional disposable masks for workers are available enabling workers to change their masks on a more frequent basis. Workers are encouraged to change masks frequently, and every 1-2 hours during warmer periods. Managers consider additional hydration brakes during the course of a shift in areas where manual work is occurring when the temperature increases Where possible within facility zoning guidelines workers perform task rotation. If workers are still experiencing difficulty breathing, workers should consult with their manager in relation to reasonable adjustments to their task to enable the worker to continue wearing a face mask.	ADMIN / PPE 3	Low 1D	Safety & wellbeing	7/10/2020	30/06/2023
6	Short supply of PPE (masks) - (shortages in supply chain) due to covid-19 pandemic.	High 3B	Fitted Cloth Masks: Use of fitted cloth face mask to limit exposure to coronavirus by person and use of face covering is mandated or recommended by the relevant health authority, such as where community transmission rates are high and spread of respiratory droplets from an infected person *(coughs, sneezes, talks or raises their voice)* is likely. Physical distancing is an effective measure, but it is recognised that it cannot be practised in all situations. Workers	PPE 3	Low 1D	Safety & Wellbeing	30/06/2020	30/06/2023

			attempt to keep 1.5 metres between themselves and other people where possible, for example when out and about in public spaces. Jurisdictions may have public health directions in place to ensure physical distancing is occurring to further support prevention of transmission, depending on the nature of the outbreak at a point in time. Note: Fitted cloth face masks are not surgical masks or respirators. Sterile surgical face masks are critical supplies that should continue to be reserved for healthcare workers and other medical first responders. Encourage procurement to adopt an industrial grade purchasing approach; Fitted Cloth face masks are that are made from three layers of cotton fabric that is comfortable and breathable. Safety to discuss products being considered to check whether a better choice can be made.					
7	Transmission of Covid-19 virus when entering high risk settings or as directed by health authorities. A high-risk setting is defined as a setting where there is evidence of a risk for rapid spread and ongoing chains of infection and include but are not limited to: • Places where people reside in groups • Workplace settings where previous outbreaks have shown large scale infections.	High 3B	The use of fitted face covering is adopted when the use of face covering is mandated or recommended by the relevant Government health authority. Workers wear a fitted face covering in accordance with this risk assessment.	ADMIN / PPE 3	Med-Low 1C	Safety & Wellbeing	30/06/2020	30/06/2023
8	Infection prevention and control to limit contact with a person who is possible or a confirmed case of Covid-19	High 1B	Managers adopt the advice for dealing with a suspected, probable or confirmed case at work. Implement Standard infection control precautions to reduce the risk of transmission and infection to workers through droplet precaution:	ADMIN / PPE	Low 1D	Safety & Wellbeing	30/06/2020	3/04/2023

	whilst they are considered infectious.		• Hand hygiene (frequently performed) • Physical distancing (minimum 1.5 meters) • Hard surface cleaning • PPE Use of PPE • Disposable Gloves – worn when performing surface cleaning routines (possible exposure to droplets on hard surfaces). • Fitted Face Coverings – worn in accordance with this risk assessment.					

* Refer to 5.1.3 Risk Rating WHS Matrix

Safety Instruction (SI) required Yes *Complete cells at right*	New	SI/SOP No.: N/A	Title: Face Coverings (Covid-19)
Circulation of SA/SI ☐ Local / site only ✓ National ☐ Pogo ☐ other <details>	**Describe** <e.g. delivery, parcel processing, transport> All areas		

Legend: Haz. Ref. (Hazard reference) From hazard report register (if applicable). Risk Rating: See 5.1.3 Risk Rating WHS Matrix. 'Current' includes existing controls. Action Priority: See 5.1.3 Risk Rating WHS Matrix. Control Level: See *Hierarchy of Risk Controls* as shown in See 5.1.3 Risk Rating WHS Matrix.

*Residual risk rating; remaining risk rating with all existing and new safety actions (controls) in place.

#Standard actions for workplaces: Minimum requirements as outlined on Safety Actions for Workplaces (SI) template. SI - Safety Instruction / former Safe Operating Procedure (SOP): Safety instructions for workers that address identified hazards/exposures.

Important note: This risk assessment and any associated Safety Instruction (or SOP) may become *invalid* if any modifications are made to the plant or work process or changes are made in the use of the equipment from that outlined in the purpose/scope of this risk assessment report.

Related documents - For more information, see 5.1 Hazard and Risk (Exposure) Management WHS Procedures

Record Keeping –

- Store this completed report as long as the process or plant is in use. Local site to maintain relevant reports. Enterprise Safety to maintain national register.
- Enter Safety Actions to online system where available.
- Residual risks can be recorded locally.

^ Review - At the scheduled review, check the effectiveness of the safety actions, include HSR, and document the review.

Communicate outcomes of this risk assessment and report to the local WHS Committee.

5.1.3 Risk Rating WHS Matrix *

Purpose – Use this tool to assess risk in workplaces. Can be used by workplace or Safety Advisor. Consult with HSR.

* See related, 5.1 Hazard and Risk Management WHS Procedure, for more information.

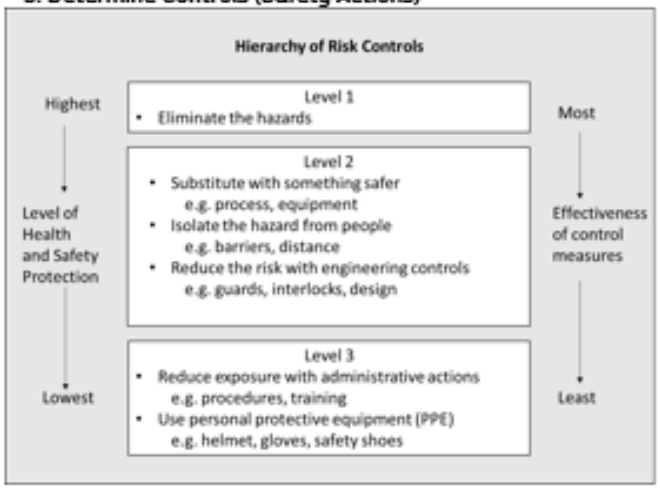
1. Rate the Risk

Table 1 - Risk Rating The risk rating is a guide to the level of risk and how urgently it should be addressed		**Likelihood** Consider available information e.g. incident and first aid reports, incident investigation reports, plant maintenance and breakdown records, training records, systems and procedures				
		Rare May only occur in exceptional circumstances (e.g. once over a >48 month period) 1 in 1000 000 event	**Unlikely** Unlikely to occur (e.g. could occur once over the next 48 month period) 1 in 100 000 event	**Possible** (e.g. could occur once over the next 36 months) 1 in 10 000 event	**Likely** Likely to occur (e.g. could occur once over the next 24 month period) 1 in 1000 event	**Almost Certain** Almost certain to occur (e.g. could occur once over the next 12 month period) 1 in 100 event
Consequence	Critical injury - death	High 1A	High 2A	Extreme 3A	Extreme 4A	Extreme 5A
	Major injury - total temporary/total permanent disability	Medium 1B	High 2B	High 3B	High 4B	Extreme 5B
	Moderate injury - hospitalisation	Medium 1C	Medium 2C	Medium 3C	Medium 4C	High 5C
	Minor injury - (non-hospitalisation)	Low 1D	Low 2D	Medium 3D	Medium 4D	Medium 5D
	Insignificant - no injury	Low 1E	Low 2E	Low 3E	Low 4E	Low 5E

2. Determine the Action Priority

Table 2	
Risk rating (from table 1)	Priority of Action (Indicative Timeframes)
Extreme Risk	Urgent – Do not start work under these conditions. Immediate controls required to eliminate or reduce risk. Use level 1 or 2 controls is possible.
High Risk	High Priority – High priority. Put known or suitable controls in place as soon as possible (e.g. within 7 days).
Medium Risk	Medium priority. Put known or suitable controls in place as soon as practicable (e.g. within 30 to 60 days).
Low Risk	Low priority. Put controls in place as soon as practicable (e.g. within 60 to 120 days). Level 3 controls may be adequate.

3. Determine Controls (Safety Actions)



Model Code of Practice – How to Manage Health and Safety Risks

4. Implement and record Safety Actions to reduce exposure to harm – eg online system, 5.1.4 Risk Assessment Report template

5.1.3 WHS Risk Rating Matrix, Enterprise Safety, V3.0, Review 2022
Check the intranet for the latest version of this document

Fitted Face Coverings (Covid-19) - Safety Instruction

Purpose: To provide an overarching core document that outlines the critical controls pertaining to use of face coverings to limit exposure to coronavirus where recommended or mandated by the relevant health authority.
Scope: All Australia Post Corporation workers.

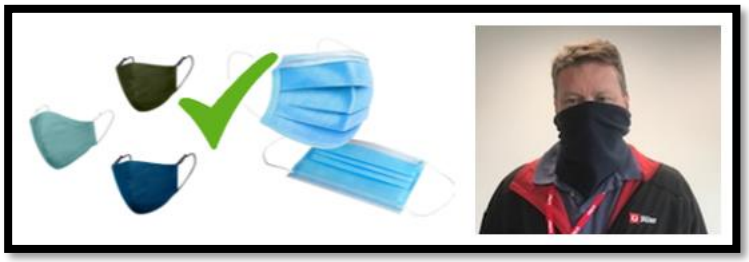
Key Exposures:

Critical Controls: The following guidelines are to be followed when the advice of the relevant government health authority is for people to wear a fitted face covering to limit exposure to coronavirus. The use of fitted face coverings does not replace the other critical preventive measures set out here:

Preventative measures in the workplace to Covid-19 include:

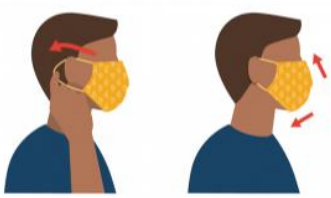
- Do not come to work if you are sick;
- Workers always maintain physical distancing (a minimum of 1.5 meters)
- Performing frequent hand hygiene with an alcohol base hand sanitiser (where available) or with soap and water for a minimum of 20 seconds;
- Workers avoid touching their eyes, nose and mouth;
- Workers practice respiratory hygiene by coughing or sneezing into their bent elbow or tissue and then immediately disposing of the tissue;
- Workers voluntarily wearing a fitted cloth mask that is their own and has been brought into the workplace by the worker, or an Australia Post issued fitted face covering;
- A face covering must be fitted and cover both your nose and mouth;

Fitted Face Coverings:
The requirement is for workers to wear a fitted face covering which covers the nose and mouth. It means that wearing a scarf or a bandana or a face shield alone is not acceptable.



When a worker wears a fitted cloth face mask, the worker should:

- Wash their hands with soapy water or hand sanitiser before putting on the face mask;
- Ensure the cloth mask covers the nose & mouth and fits snugly under the chin, over the bridge of the nose & against the sides of the face;



- Always put glasses on after the face mask;

- Avoid regularly adjusting the cloth mask, or touching the front of the mask while it is on or when removing it as any droplets on the cloth mask can transmit to their hands;
- Immediately wash your hands if the mask is accidentally touched whilst wearing;
- Take the cloth mask off carefully by using the straps behind your head or stretch the ear loops and wash your hands immediately after removing the mask;

- To store or transport carefully fold the cloth face mask, so the front of the cloth mask is folded inward and against itself. Wrap the cloth face mask in clean paper towel or place the mask in a clean paper bag or zip lock bag;
- Anytime you touch, remove or dispose of a cloth face mask perform hand hygiene;
- Face masks can be removed in the lunch room when eating or drinking, and should be worn at all other times;
- Cloth face masks should be routinely changed after every day of use or if they are wet or soiled;
- Responsibly dispose of cloth face mask in a rubbish bin. Do not leave used masks lying around;
- If workers are using their own reusable cloth face mask, the cloth face mask should be washed by hand or in the washing machine with regular laundry detergent in hot water after use.

Click here for further information on How To Wear A Face Mask

Local Safety Actions – <INSERT FACILITY HERE> *Note: Validate proposed safety actions with Network Safety before implementing, including any additions to the Safety Instructions. Site-specific exposures and actions must be added to your Facility Risk Register*			
Exposure	**Priority***	**Site-specific Safety Actions**	**Date actioned**
<Describe>	<H-L>	<Describe. Insert extra rows as needed>	
<Describe>	<H-L>	<Describe. Insert extra rows as needed>	

Action Priority Guide

Important. These are indicative, suggested timeframes only. Consider your workplace's conditions and exposures. Adjust timeframes accordingly.
U Urgent / immediate **H = High** before introducing new plant / work process, or within 7 days **M = Medium** within 30 - 60 days **L = Low** within 60 -120 days

*For details see; *WHS Risk Management Procedures, Appendix D: Risk rating & action priority tables*

Consultation: <Name and role of workers consulted incl. Health & Safety Representative (HSR) and manager/s. Date next scheduled Health & Safety Committee> **Date:** <DD/MM/YYYY>	
All safety actions completed and added to Facility Risk Register: Workplace manager's signature:	**Date:**

SMART BADGE – DIGITAL ZONE TRACING PILOT

Ensuring your Health and Safety in the Workplace

WHAT'S NEW?

Australia Post is excited to trial the Smart Badge solution which will assist with contact tracing and provide social distancing alerts.

The technology will aim to help us reduce COVID-19 impacts, while maintaining privacy, by using a simple wearable device to keep team members, guests and the wider community safe.

BENEFITS TO YOU

Protect your health, privacy and keep you safe

Protect your workplace and team from COVID

Keeping your site open to continue serving the community

COVID SMART BADGE OVERVIEW

How to use it?

- Power ON the device by holding down the button located on the face of the Smart Badge

- USB rechargeable battery with up to 14 days power @ 12 hours per day

How does it works?

- The device will pulse with a blue light every 3 seconds which indicates it searching for other devices

- You will be alerted via a beep, vibrate or flash if you are within 1.5m of another wearer.

Note:

The Smart Badge doesn't track your location within or beyond the workplace.
It's designed only to advise of other badges you have had close contact with if required.

Issues with the device?

Log a fault through the myIT Portal

myIT Portal

Need a new device?

Log a self-service request through the myIT Portal

SMART BADGE – FREQUENTLY ASKED QUESTIONS (FAQs)

Ensuring your Health and Safety in the Workplace

Q: Why do I have to wear the Smart Badge?

A: When wearing Smart Badge, you are protecting your safety and that of your colleagues and community, which helps us to future-proof our facilities against potential COVID-19 shutdowns.

Q. How does Smart Badge benefit contact tracing?

A: By improving the accuracy of our contact tracing and significantly reducing the time to identify close contacts by as much as 11 hours down to 60 minutes.

Q. Does Smart Badge track my movements?

A: No. Smart Badge is not a GPS tracking device. It cannot track your movements at work or elsewhere.

Q: What information does Smart Badge collect? Who has access to it?

A: Smart Badge only collects the Smart Badge number of other Smart Badges with whom you've come into close range (1.5m or less) and for how long you were in close range, eg, 1 minute. Your Facility Manager and COVID- 19 response team have access to Smart Badge data for contact tracing should an outbreak occur.

Q: How long will the information be stored on Smart Badge? Where is it stored?

A: Smart Badge information is stored for 25 days. It is used for contact tracing purposes only and is stored on dedicated Australia Post Smart Badge cloud storage. After 25 days, the information is deleted automatically.

Q: Is any of my personal information collected?

A: Personal information is not collected or stored on Smart Badge other than your last name, APS number and work or personal email address if provided.

Q: Is Smart Badge safe to use if I have a pacemaker? Or a hearing aid?

A: Yes, Smart Badge is pace-maker safe and meets Australian safety standards. Smart Badge is also safe to use with hearing aids

Q: Are there any detrimental health risks or effects from wearing the smart badge?

A: Smart Badge is safe to wear at all times just as you would wear a watch or smart watch.

Q: Can I adjust alert settings to my preferences?

A: Yes. You can adjust alerts to flash, beep or vibrate.

Q: How do I know if the Smart Badge is off or on?

A: Smart Badge turns on automatically when you enter the facility and off automatically when you exit. ON is indicated be a blue flashing light every 3 seconds. If there is no blue light flashing, Smart Badge is OFF.

Q: What happens if the Smart Badge doesn't turn off when I leave the facility?

A: Turn the Smart Badge off manually by holding the button down for 20 seconds.

Q: How do I charge my SmartBadge? How long does it take?

A: Via a USB charging cable. Charging is very quick: usually 20-30 mins. Additionally, the Smart Badge band is removable and can be plugged directly into a USB socket for charging

Q: How much charge do I need for my shift, eg, a shift of 7 to 8 hours?

A: A minimum of 20%. If you have less than 20% at shift start, your supervisor will provide information about what to do. When charging, the Smart Badge will show a consistent red light. It is fully charged when the red light stops. Charging Smart Badge for 5 to 10 mins provides 20% to 40% charge.

SMART BADGE – FREQUENTLY ASKED QUESTIONS (FAQs)

Ensuring your Health and Safety in the Workplace

Q: Will wearing a Smart Badge be compulsory?

A: Yes. Smart Badge is an additional piece of Personal Protective equipment and an important tool to help us safely manage COVID. In facilities where Smart Badge is deployed, it will be mandatory for all individuals on site to wear one at all times, including during breaks, in order to work.

Q. What will happen if I refuse to wear a smart badge?

A: As with other forms of personal protective equipment, all staff will need to have a Smart Badge in order to undertake work, worn at all times, including during lunch breaks.

Q. What happens if I get within 1.5m of a person?

A: Smart Badge will record the number of the other Smart Badge and the duration of contact time, eg, Smart Badge 12345, 20 seconds. It has been pre-set to flash.

Q. Will I get my own smart badge?

A: Yes. If you work at a facility, you will be assigned your own Smart Badge. This includes all members of our extended work force. Visitors and irregular workers on site will be allocated temporary badges each time they visit site.

Q: Can Smart Badge be used to track team members for performance management purposes (ECDP)?

A: No. Data gathered by the Smart Badge is utilised for the purposes of identifying close contacts in the workplace when a COVID event occurs. The Smart Badge is not a performance management tool and it has no capability to measure performance, productivity, activity or GPS location. It simply records interactions with other Smart Badges while in the workplace.

Q: Will visitors, contractors and agency staff be required to wear a smart badge?

A: Yes, everyone working at or visiting the site is required to wear a Smart Badge, including during all breaks. Visitors and irregular workers on site will be allocated temporary badges each time they visit site.

Q: What will happen if my smart badge stops working or if I forget to bring it to work?

A: Your facility will have processes in place to ensure that you always have a working and charged Smart Badge. If you forget to wear your Smart Badge, Site Security or your Site Administrator will provide a replacement on arrival. If your Smart Badge stops working during your shift, please advise your Supervisor.

Q: Will Smart Badge data be used for disciplinary purposes?

A: No. Smart Badge data is for contact tracing purposes only. However, all staff are required to comply with safe operating procedures.

Q: What happens if I don't comply with wearing my Smart Badge, PPE or other COVID safety procedures in my workplace?

A: Safety is the most important part of our work, especially during COVID. Where safety procedures are not being followed, including the wearing of PPE, Managers are expected to speak to team members about this in line with our normal practices, so we can maintain a safe working environment for all.

Q: Can I take Smart Badge off while at work?

A: You are required to wear your Smart Badge at all times. If you have any safety concerns, please raise these immediately with your Supervisor.

SMART BADGE – FREQUENTLY ASKED QUESTIONS (FAQs)

Ensuring your Health and Safety in the Workplace

Q. How does Smart Badge know to turn on or off when a Transport driver or Red Van Driver enters or exits a facility via truck or van?

A: A Smart Badge node will be located at the vehicle entry/exit, eg, boom gates, that emits an on and off command wake via Bluetooth.

Q. What colour are the Smart Badges?

A: Smart Badges will be either black or red.

Q. Does Smart Badge have a charge indicator to show current levels of charge?

A: Smart Badge does not have a battery charge level indicator. Instead, there will be screens at the facility pedestrian entry/exit points to show how much charge is available on your Smart Badge.

Q. Is Smart Badge 'pull on' or does it have an adjustable strap to accommodate all wrist sizes?

A: Smart Badge has an adjustable strap to suit all wrist sizes.

Q. Does Smart Badge replace the need to sign in via QR codes?

A: No. QR codes are a requirement of the Department of Health and Human Services and remain in place to be used as instructed by your facility.

Q: Is Smart Badge water proof? Can I clean Smart Badge?

A: Smart Badge is splash resistant but should never be submerged in any type of liquid or running water. It is safe to clean Smart Badge with a damp cloth or alcohol wipe but it should never be submerged in any type of liquid or running water.

Australia Post

Covid-19 Cleaning Protocols

Australia Post together with our cleaning vendors have developed new cleaning protocols to hygienically clean our workplaces.

These protocols included upgrading the chemicals used in our daily cleaning to products effective against the Covid-19 virus

Cleaning Protocols – Delivered by Group Property

* Day to day low risk cleaning

* Preventative high touch point cleaning

* Covid -19 Infectious control clean

Day to day cleaning – Agreed enterprise wide standard scopes for cleaning services delivered to workplaces where cleaning chemicals utilised across the portfolios have been upgraded to products deemed effective against the Covid-19 virus.

Preventative High Touch point cleaning (HTP) – Previously introduced service over and above Day to Day cleaning scope, to clean frequently touched surfaces to reduce risk of transmission / contamination.

HTP will only be used in high risk environments as required. Additional HTP may be used following a confirmed Covid-19 case in the workplace in accordance with health department guidelines.

Covid-19 infectious control cleaning – Deep cleaning of a workplace implemented when directed by the relevant health department or as determined based on a risk assessment.

Day to day Low Risk cleaning - operational cleaning of workplaces to the agreed service scope using hospital grade disinfectant which is effective against Covid-19

Low risk cleaning of work areas including customer counter space, terminals, and 'own work areas' to be completed by site staff.

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Melbourne, VIC, 3000

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Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as employees, and recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

Australia Post

Indoor Air Quality (IAQ)

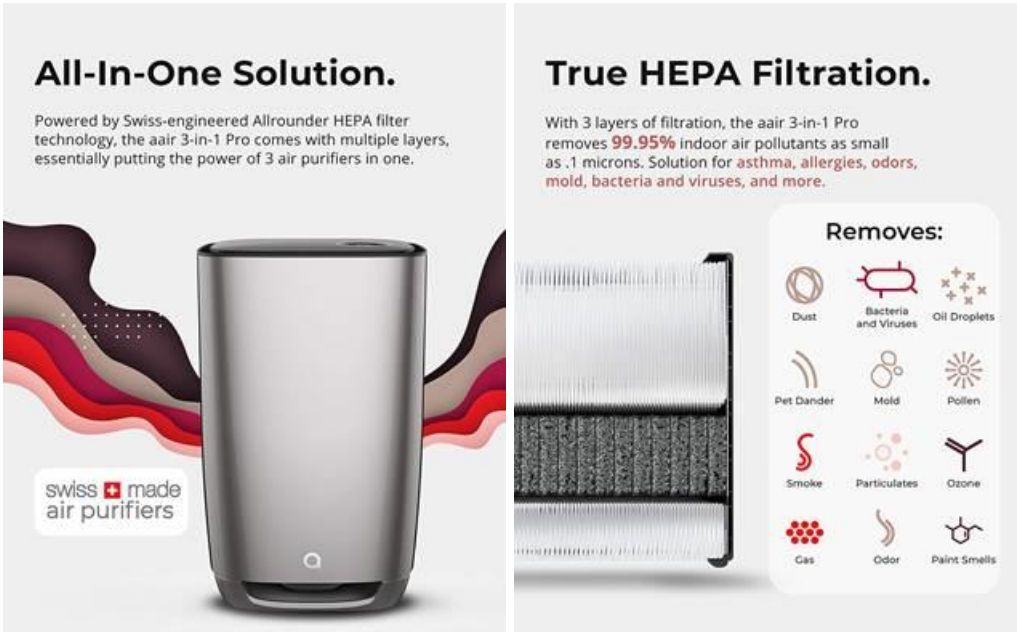
Group Property have competed an Indoor Air Quality (IAQ) assessment across 61 different spaces at 16 sample sites representative of the national property portfolio, to determine any IAQ risks. These assessments have provided us with the data to develop a mitigation strategy and appropriate measures associated with COVID-19 transmission reduction within our facilities.

Air Quality indicators can highlight COVID-19 transmission risk levels, considering transmission supporting activities and space densities over time.

The assessments confirmed which spaces had adequate IAQ and helped highlight potential areas of heightened risk within our facilities, including areas for potential high occupancy density levels and/or reduced fresh air circulation due to air conditioning equipment limitations.

Where heightened risk was identified, Australia Post will implement several changes to improve IAQ in high risk spaces at our facilities, which may include:

- HEPA Air Purification unit installations in locations were fresh air may be limited, or to supplement existing ventilation systems.
- Increasing the fresh air intake in our existing air ventilation systems where possible; or
- Improving fresh air ventilation through open doors and windows.



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