



Barwon Region  
Water Corporation  
**COVID Safe Plan**  
Master Controls

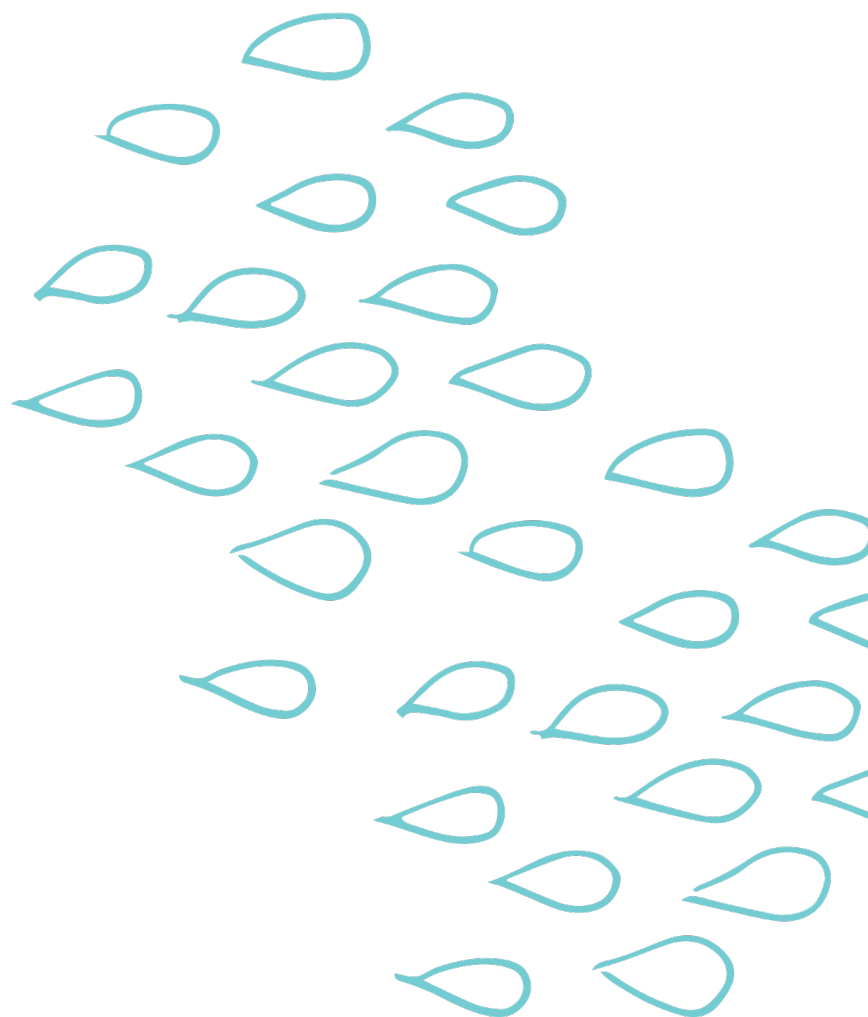
# Barwon Water COVID Safe Plan

Barwon Water's priority is to deliver essential water and sewerage services and ensure the health and safety of our community and employees.

In response to the Coronavirus (COVID-19) pandemic, Barwon Water has enacted our pandemic response plan, to ensure business continuity and to protect our employees and community.

This plan covers Barwon Water and our subsidiary, Barwon Asset Solutions and contractors/ visitors on our sites to provide an overview of the mitigation strategies in place. This document applies to all Barwon Water controlled sites that have personnel onsite, site specific controls are documented in the site specific Standard Operating Procedures.

Note: The links in this Plan refer to documents stored on Barwon Water internal systems, so will not work for external parties.



## Document Control

The Plan will be reviewed in conjunction with our overarching control plan log and summary of Master Controls and also when we are advised of changes to government or industry requirements. A copy of the plan will be available on the Barwon Water intranet and our website.

### Distribution record

Copy	Issued to	Controlled copy		Authorised by	Issue date
		Y	N		
1	Barwon Water website	<input checked="" type="checkbox"/>		Incident controller	07/08/2020
2	Barwon Water	<input checked="" type="checkbox"/>		Incident controller	07/08/2020
3	Barwon Asset Solutions	<input checked="" type="checkbox"/>		Incident controller	07/08/2020
4	Barwon Water website	<input checked="" type="checkbox"/>		Incident controller	13/08/2020
5	Barwon Water	<input checked="" type="checkbox"/>		Incident controller	13/08/2020
6	Barwon Asset Solutions	<input checked="" type="checkbox"/>		Incident controller	13/08/2020

### Amendment record

Rev #	Date	Details		Description of changes	Approved by
		Section	Para		
1	07/08/2020	ALL		Consolidation of existing COVID-19 planning and procedures to align with the government issued template	Incident Commander
2	13/08/2020	ALL		Document updated to include controls from Master Control Log	Incident Commander
3	1/09/2020	ALL		Update Governance and Customer Support with additional control detail	Incident Commander
4	22/09/2020	4	Key controls	Added Triage Assessment for Exposure to Potential Positive Case – Template and Positive Case Response Checklist	Incident Commander
5	16/10/2020	Appendix 1		Updated Appendix 1 to meet new DEPT. OF HEALTH COVID Safe Plan Template Assign accountabilities to master controls throughout	Incident Commander
6	11/01/2021	Full Review		Amendments to controls for Masks and to align dates/templates of referenced Government directions	Incident Commander

7	3/03/2021	Full Review		Update information to reflect access to Ryrie processes and changes to approvals for Site access SWMS. Check controls against current workplace directions (#21)	
8	02/09/2021	Full Review		Update information to align with our move to COVID normal and against current directions (#47)	

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# Governance

## **Pandemic Incident Management Team (PIMT)**

In response to the coronavirus (COVID-19) pandemic, Barwon Water enacted a Pandemic Incident Management Team (PIMT).

PIMT objectives:

- coordinate and centralise intelligence, communications, planning and our response to the coronavirus pandemic
- ensure business continuity with respect to COVID-19 risk: for the continued supply of safe, reliable water and the safe and effective treatment of sewage
- receive and enact government advice on the pandemic response
- support the health and wellbeing of our staff.

The PIMT consists of the following roles:

- Crisis Leader
- Incident Commander
- Deputy Incident Commander
- Incident Commander Support
- Safety Representative
- Communications Lead
- Communications Officer
- Planning Officer
- Deputy Planning Officer
- Operations / Information and Communications Technology Lead
- Operations Officer.

## **Planning and activation of a response**

Our emergency management system takes a holistic and “all hazards” approach. We recognise emergency management as part of a greater system that must incorporate robust risk assessment and mitigation processes and ongoing resilience of our business.

We plan for effective links with external authorities and responders and have adopted the Australasian Inter-Agency Incident Management System (AIIMS) to guide our response methodology and ensure this external integration.

To maintain adequate management and oversight of the COVID-19 event the Barwon Water Group has:

<b>Control</b>	<b>Accountability</b>
A Pandemic Plan and Procedures in place	Safety & Emergency Management Coordinator (S&EMC)
Created a Pandemic Incident Management Team (PIMT) activated with Crisis Management Team (CMT)/Executive Leadership Team (ELT) escalation and support – with reporting to ELT/CMT as required	Managing Director <i>Support from ELT and S&amp;EMC</i>
Roles and responsibilities defined and enacted, in accordance with Barwon Emergency Risk Management System (BERMS) and COVID-19 specific event consideration (confirmed with ELT)	PIMT Commander and Crisis Leader
Crisis Leader and General Manager (GM) representation in PIMT meetings	Managing Director and PIMT Commander
A Senior Leadership Team (SLT) who are engaged for key messaging and management of teams for COVID-19 and business continuity controls.	PIMT Commander and Crisis Leader
Assessment of COVID impacts to management of other incident types otherwise included in Barwon Water's emergency management systems	PIMT and Crisis Management Team/ELT

## Reporting to the Board

<b>Control</b>	<b>Accountability</b>
Controls status is reported to the Board via our secure Executive and Board minute and information sharing software (known as Diligent) when changes are implemented or as otherwise required. The current version of the COVID Safe Plan is provided to Directors, with amendments made since the previous version highlighted for their attention.	Managing Director <i>Support from S&amp;EMC</i>
The Board receive communication from the Managing Director to provide a summary of key messages, controls and considerations (in reference to the "MD Blog" content, connections articles and PIMT-ELT/CMT COVID-19 updates)	Managing Director <i>Support from S&amp;EMC and Communications Lead</i>
A COVID-19 Pandemic report is submitted to the Board as per the Board meeting agendas	S&EMC as directed
The mechanism exists, through our BERMS processes, to escalate urgent items for consideration by the Board via the Managing Director (or Delegate) as required.	PIMT>CMT/ELT>Managing Director



## Assurance - Management and review of controls

To ensure up-to-date advice is considered as the coronavirus situation develops (for example, from the Department of Health (DH)), all the PIMT participate in monitoring and reviewing their areas of responsibility and feed back to the Incident Commander (IC) directly, or via PIMT meetings or our dedicated Pandemic team or COVID group emails - including but not limited to:

Control	Accountability
<ul style="list-style-type: none"> <li>IC Reviews DH COVID-19 webpage daily</li> <li>IC Attends REMT Class 2 incident briefing as required</li> <li>IC and/or DEP IC attend DELWP Water Sector Resilience Network (WSRN) and other sector/COVID-19 meetings as available and required e.g. Melbourne Water &amp; Retailers IC meetings, VicWater Community of Practice etc.</li> </ul>	PIMT Commander Supported by: PIMT Dep Commander or other delegate
Managing Director attends MD forums	Managing Director
Organisational Performance attend forums and review advice for Health, Safety & Wellbeing, Finance and People	GM Organisational Performance <i>Supported by: Managers, Safety, Finance and People</i>
Communications monitor and share Premier and media releases to PIMT IC for review	Communications Lead ( <i>GM Communications &amp; Engagement or delegate</i> )
Operations monitor Civil Contractors Federation (CCF) and other Industry guidelines	Operations Lead ( <i>GM Infrastructure &amp; Technology</i> ) <i>Note: Planning Officer supports communication to PIMT from CCF</i>
Consultation is sought through various sources including MD Forums, Water Sector Resilience Network (WSRN), Maddocks and Minter Ellison, Barwon Health, Dept. of Health hotline, DELWP, MW Retailers, Regional Emergency Management Team (REMT) etc.	Managing Director, GM Organisational Performance and S&EMC as PIMT Commander
Review of procedures and changes against WorkSafe, DEPT. OF HEALTH and SafeWork Australia requirements and we seek further advice as required.	PIMT Safety Lead ( <i>Manager Safety</i> ) or as delegated by PIMT Commander
Worksite Assessment Checklists and Site SOPs for COVID controls are periodically by PIMT IC and managers for adherence	PIMT Commander <i>Supported by: Manager Infrastructure Operations Manager Enterprise Project Delivery or others as directed</i>
Assurance of COVID-19 controls included in Safety team site audits - reported to the PIMT IC, then ELT via the ELT-COVID update as required and logged in CMO (Hazard & Incidents records system)	S&EMC ( <i>and as PIMT Commander</i> )



PIMT IC reviews reported hazards and incidents for any COVID-19 relationship and raises them for potential action with PIMT (recorded on the COVID-19 Hazards-Incidents Log and in CMO).	S&EMC ( <i>and as PIMT Commander</i> )
Review of controls in relation to management of sub-contractors or casual contractor workforce, to ensure controls are robust beyond primary contractors.	GMs and Managers as required
SLT complete a periodic "Manager Attestation" to confirm Controls relevant to their work groups are in place and effective Comments and feedback are reviewed by the IC and processed as needed, through the PIMT and CMT.	Managers PIMT Commander supported by the Crisis Leader

### External reporting and oversight

Barwon Water provides regular reports to external Authorities as required. These provide ongoing assurance that we continue to meet our obligations, as well as assisting Authorities to monitor and respond to emerging issues and provide appropriate support to our sector, throughout the coronavirus pandemic.

Current regular reporting required includes:

<b>Control</b>	<b>Accountability</b>
Reports to DELWP for COVID-19 business continuity impacts to personnel, supplies etc. and for invoice payment data are provided as required (previously requested weekly, but currently, by exception).	PIMT Commander <i>Supported by: Crisis Leader and PIMT members</i>
Weekly to Essential Services Commission (ESC) for customer billing and hardship data.	GM Communications & Engagement
Monthly public non-financial corporations (PNFC) cashflow reporting to DTF.	GM Organisational Performance <i>Supported by: Manager Finance</i>
Ongoing reporting for Environmental Protection Agency (EPA) and DEPT. OF HEALTH (e.g. water quality) - standard reporting unchanged by COVID-19.	GM Strategy, Systems & Environment
All Positive Cases are to be reported to WorkSafe as a notifiable incident and should consider the 14 days prior to the positive result as an infectious period (or until a person receives a clearance from isolation), for incident assessment and reporting. Reporting is also required to DELWP via the Water Duty Officer.	PIMT Commander or delegate

## Roles and responsibilities

Roles and responsibilities of the organisation are set out below:

**Table 3: Roles and responsibilities**

Role	Responsibility
<b>Pandemic Incident Management Team (PIMT)</b>	<ul style="list-style-type: none"> <li>• Coordinate and centralise intelligence, communications, planning and our response to the coronavirus pandemic.</li> <li>• Ensure business continuity with respect to COVID-19 risk: for the continued supply of safe, reliable water and the safe and effective treatment of sewage.</li> <li>• Receive and enact government advice on the pandemic response</li> <li>• Prioritise the safety, health and wellbeing of our staff, customers and community.</li> </ul>
<b>People and HSW teams</b>	<ul style="list-style-type: none"> <li>• Support assessment and implementation of COVID controls to be consistent with broader organisational safety and performance policy and procedure</li> </ul>
<b>Senior Management</b>	<ul style="list-style-type: none"> <li>• Ensure that all employees and contractors are advised of all the relevant requirements of Barwon Water Group (or other Contract provider) Pandemic conditions,</li> <li>• Provision of necessary financial, human and physical resources as required, to ensure successful pandemic management.</li> <li>• Actively support a framework in which the resolution of issues can flourish.</li> <li>• Lead the development of service delivery objectives, targets and implementation of the COVID Safe Plan.</li> <li>• Identify potential significant hazards and risks, and support development and maintenance of effective operational controls,</li> <li>• Ensure legal compliance within their areas of control,</li> <li>• Assist in the identification of Pandemic Management training needs of persons under their management control.</li> </ul>
<b>People Leaders</b>	<ul style="list-style-type: none"> <li>• Ensuring that all employees and contractors are advised of all the relevant requirements of Barwon Water Group (or other Contract provider) Pandemic conditions,</li> <li>• Ensuring that personnel reporting for work are in a fit condition to perform their work safely.</li> <li>• Support the PIMT and senior management in ensuring that all employees have the relevant information and training required to safely perform their role, and be able to communicate and cooperate with other external parties as required.</li> <li>• Identify Pandemic response training needs of persons under their management control.</li> <li>• Bring to the attention of the PIMT any issue that they are not able to solve at their level.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support staff under their management of control in implementing their COVID Safe Plan responsibilities.</li> <li>• Ensuring compliance with requirements of the COVID Safe Plan, policies and procedural framework.</li> <li>• Ensuring that all activities for which they are responsible are completed in a safe responsible manner.</li> <li>• Bring any safety issue that is raised to the HSW/HSEQ team if it cannot be solved at their level and record under the business unit incident reporting system.</li> <li>• Participate in updating and auditing the components of the COVID Safe Plan.</li> </ul>
<p><b>Principal Contractors</b></p>	<ul style="list-style-type: none"> <li>• Ensure a COVID Safe Plan is in place and implemented in accordance to Victorian Government requirements for sites and work activities that they control</li> <li>• Provide assurance to Barwon Water that the plan is in place and effective</li> </ul>
<p><b>All Employees and visitors to sites</b></p>	<ul style="list-style-type: none"> <li>• Adhere to all work practices in accordance with company policy, procedures, instructions, work method statements, statutory requirements and any other requirements.</li> <li>• Ensure they take all reasonable care of themselves and others that may be affected by their actions or omissions.</li> <li>• Actively identify hazards in the workplace and implement corrective action.</li> <li>• Comply with any direction given by any member of BW/ BAS supervisory staff which seeks to mitigate risk associate with coronavirus.</li> <li>• Initiate actions to improve health and safety.</li> <li>• Report accidents/ incidents and near misses to their direct line supervisor in line with BW/BAS incident reporting procedures.</li> <li>• Demonstrate commitment to responsible pandemic response through participation in formal and information discussions.</li> <li>• Conduct and review risk assessments prior to job start up, participate and comply with site pandemic management requirements.</li> <li>• Wear personal protective equipment (PPE) required for work as identified by BW/ BAS or Contract provider. Where necessary additional personal protective equipment will be utilised.</li> <li>• Participate in training as required or directed.</li> <li>• Ensure that all activities for which they are responsible for are completed in a safe and responsible manner.</li> </ul>

# Safety - COVID Safe mitigation controls

Barwon Water has defined actions to mitigate the introduction and slow the spread of coronavirus, maintain records and has a prepared response to a suspected or confirmed coronavirus case. These are outlined below and are supported by our Integrated Management System and procedures.

**Working from home** has remained a priority option, because working from home eliminates any chance of workplace coronavirus infection and supports works that are required to maintain essential water and waste water services and cannot be completed from home, to continue onsite. Barwon Water recognises the social, economical and organisational advantages for our people to come together in the workplace. Subsequently, where government directions allow, all personnel have the opportunity to work flexibly to realise the opportunities that a hybrid workplace model provides.

Flexible work arrangements are made with People Leaders and consider safety, wellbeing, productivity and business resilience holistically.

## Hygiene

Good hygiene is critical for slowing the spread of coronavirus.

- We are promoting good hygiene to all staff via ongoing internal communications
- We are providing hand soap and sanitiser at strategic locations across all active sites.

To slow the spread of coronavirus at our worksites, all facilities have:

Control	Accountability
Appropriate <b>hand sanitiser</b> is provided at entry and exit locations and throughout buildings and sites. Adequate supplies of hand soap and sanitiser are regularly re-stocked. Entry points and communal areas have signage advising of strict requirements to wash/sanitise hands.	Site Coordinators and Managers <i>Supported by: Fleet and Facilities and PIMT Communications Lead</i>
Sites have had compliance checks on HVACs/ Air conditioners and these are required to be set to Fresh air settings (not re-circulate), to maximise air ventilation. Where operations and conditions allow, windows and doors are opened for additional fresh air/ventilation (including when using vehicles).	Site Coordinators and Managers <i>Supported by: Fleet and Facilities as required</i>
<a href="#">Worksite Assessment Checklists</a> are completed or site SOPs are utilised to inform and support management of site compliance to COVID Safe controls (documents stored on records management system).	Site Coordinators and Managers <i>Supported by PIMT</i>
We removed <b>high touch</b> communal items where possible, or provided disinfection and disposable cloths where this has not been able to be achieved.	Site Coordinators and Managers

## PPE requirements:

Control	Accountability
<p>Barwon Water has issued mask requirements based on <a href="#">Mask requirements based on Department of Health (DoH) and Civil Contractors Federation (CCF) guidelines</a> and communicated this to all employees.</p>	<p>PIMT Supported by: Communications Lead and Barwon Water Management team</p>
<p><b>It is mandatory for all staff and visitors to site to wear PPE as required by law.</b> Appropriate face masks are available for all staff and all employees have completed a compulsory online mask training module and Toolboxes.</p>	<p>PIMT Supported by: Communications Lead and Barwon Water Management (HSW team support the development of training and toolboxes)</p>
<p>Communications to all staff via internal communications ("MD's updates", Connections articles and emails) advise of PPE requirements and they are also provided in the Safety Quality and Environment (SQE) Toolbox #165 <a href="#">COVID-19 Controls</a>, as well as the E-Learn Access to the Workplace -Under COVID Controls.</p>	<p>PIMT and Communications Lead support the development of communications, learning modules and toolboxes Managers, Coordinators (People Leaders) are responsible for ensuring their people follow these requirements and understand the communications</p>
<p>Standard operating procedures and <i>Safe Work Method Statements</i> (SWMS) for sites include the requirement for masks to be worn by all staff and visitors (unless lawful exemption applies).</p>	<p>All personnel, supported by Site Coordinators and Managers</p>
<p>Signage is provided at all sites to advise of coronavirus controls.</p>	<p>Site Coordinators and Managers Supported by PIMT and Communications Lead</p>

- All personnel must carry and wear a mask in accordance with Government Workplace directions (for work), unless exempted (exemptions in the workplace must be approved, following assessment by the People Leader, Safety and PIMT)
- Please see the **Training and education resources for employee's** section of this document for information about education for employees.

## Cleaning

### Facilities/sites

Control	Accountability
<p>All sites have a plan in place for industrial grade cleaning/ additional cleaning, including:</p> <ul style="list-style-type: none"> <li>• Cleaning and/or disinfection to 'frequently touched surfaces' (door handles, stair handrails, light switches, lift buttons, table tops in between individual uses, fridges and microwave handles, tapware etc.).</li> <li>• Cleaning is in accordance with the <a href="#">specific guidance</a> of DH.</li> <li>• All sites must maintain adequate stock of cleaning/disinfection products.</li> <li>• Cleaning and disinfection supplies are made readily available so that personnel can "clean as they go" for shared areas, between scheduled professional cleaning</li> </ul>	<p>Site Coordinators and Managers <i>Supported by PIMT and Fleet and Facilities</i></p>
<p>We monitor critical PPE and hygiene stocks on a monthly basis or by exception where supply concerns are evident.</p>	<p>PIMT IC and Site Coordinators and Managers <i>Supported by Fleet and Facilities, Stores and Manager Commercial &amp; Portfolio Governance</i></p>

### Vehicle Hygiene:

Control	Accountability
<p>Any vehicles that are required to be driven by other drivers must be disinfected following use to ensure adequate hygiene and protection. Detailed cleaning protocols must be followed in line with the <a href="#">Cleaning and disinfecting to reduce coronavirus transmission procedure</a>.</p>	<p>All Vehicle users, Coordinators and Managers <i>Supported by PIMT and Fleet and Facilities</i></p>

## Physical distancing and limiting workplace attendance

Below are the current controls in place to ensure physical distancing and limited workplace attendance is occurring:

Control	Accountability
<p>Personnel are to maintain 1.5m separation at all times unless approved alternative safe working practices are in place (e.g. under a SWMS or SOP) - signage and space assessment and design in place</p>	<p>All Vehicle users, Coordinators and Managers <i>Supported by PIMT and Fleet and Facilities</i></p>
<p>Job/task planning and SWMS reinforce the reengineering of tasks to maintain distance as a primary control</p>	<p>All personnel and activity Supervisor</p>
<p>Indoor spaces are assessed for physical distancing capacity and signage for advice on the maximum numbers allowed, at the entrance to the space</p>	<p>Site Coordinators and Managers <i>Supported by PIMT and Communications Lead</i></p>

<p><b>My Desk as a Safe Space</b> – Barwon Water workplaces are configured and equipped to enable our desks to provide physical distancing and be individually allocated in most instances. People can move between their primary worksite and home as a place of work with confidence that their desk is a safe space to work.</p> <p>Where workspaces must be shared (hot-desk), we have controls in place such as: disinfection of the desk area before and after your shift, individual equipment for high-touch items like keyboard, mouse, headphones, stationary (these can be secured in lockers) and one user per shift.</p>	<p>All relevant Personnel, Coordinators and Managers <i>Supported by PIMT</i></p>
<p>Vehicles restricted to use by driver only, in single cab, and driver plus 1 passenger (diagonally opposite on back seat) for a dual cab/5-seater – with both the driver (if safe to do so) and passenger to wear masks</p> <p>Where other Safety or operational requirements require additional personnel to share vehicles (e.g. in vehicles greater than 4.5T), then this will be risk assessed and appropriate controls will be put in place.</p>	<p>All Vehicle users, Coordinators and Managers <i>Supported by PIMT</i></p>
<p>Zoom capability implemented for Safety "walks" and meetings.</p>	<p>Site Coordinators and Managers</p>

## Working from home

**Working from home** has remained a priority option, because working from home eliminates any chance of workplace coronavirus infection and supports works that are required to maintain essential water and waste water services and cannot be completed from home, to continue onsite. Barwon Water recognises the social, economic and organisational advantages for our people to come together in the workplace. Subsequently, where government directions allow, all personnel have the opportunity to work flexibly to realise the opportunities that a hybrid workplace model provides. Flexible work arrangements are made with People Leaders and consider safety, wellbeing, productivity and business resilience holistically. Key controls include:

<b>Control</b>	<b>Accountability</b>
<p>Any work that can be done from home is being done from home as per government Directions and as incorporated into Flexible working arrangements. Works not able to be completed from home due to operational requirements are still being completed at our sites or where our assets are located (e.g. water mains) as required, and with COVID Safe controls in place.</p>	<p>Coordinators and Managers <i>Supported by PIMT and CMT</i></p>
<p><a href="#"><i>Pandemic response - Working remotely policy and checklist</i></a> and home workspace assessment conducted, Additional equipment for home/remote work provided</p>	<p>All relevant Personnel, Coordinators and Managers <i>Supported by PIMT and Operations Lead (GM Infrastructure &amp; Technology)</i></p>



<p>Work at a location that is not your usual primary place of work (home or site/office), must be approved by Manager and the relevant site coordinator (to ensure the site has capacity to accommodate and enable the visitor to attend safely) and to ensure compliance with government Directions.</p> <ul style="list-style-type: none"> <li>Approval will consider potential impact to cell resilience.</li> </ul>	<p>All relevant Personnel, Managers and GMs Supported and reviewed by PIMT IC</p>
<p>Personnel who attend other worksites are required to adhere to site specific COVID Safe requirements as provided in e.g. a SWMS or SOP for that site, which is reviewed and controlled by the Site Coordinator and approved by the person's Manager. Including:</p> <ul style="list-style-type: none"> <li>SMS Access App and QR Code check in</li> <li>Site Capacity limits</li> <li>Minimising interaction at multiple sites.</li> </ul>	<p>All visiting Personnel, Site Coordinators and approved by the person's Manager and GM <i>Supported and reviewed by PIMT IC</i></p>

### Controls for when you are not working from home

Control	Accountability
<p>All teams have completed reviews of what works can be completed from home and continue to use this opportunity in support of Flexible working arrangements, business resilience and government Directions for COVID safety</p>	<p>Coordinators and Managers <i>Supported by PIMT and CMT</i></p>
<p>"Field" based personnel work in segregated work groups (cells) - designated shift partners and site access rotation is in place to minimise interaction of critical functions within our workforce.</p>	<p>All relevant Personnel, Coordinators and Managers</p>
<p>All employees and visitors are required to <b>complete a self-assessment</b> and <i>Health Declaration</i>, in line with DoH Guidelines prior to attending site (This is completed using the Barwon Water On-line SMS check in process or by hard copy where this is not available). This includes a requirement to review the DoH exposure site listing</p> <ul style="list-style-type: none"> <li><i>Site visitor registers</i> are maintained and personnel signed onto associated job/ task documentation (e.g. permits. SWMS etc.)</li> <li>No employee who is unwell is required to work, with all employees having access to sick leave</li> <li>Employees or visitors who have attended listed exposure sites must ensure they are compliant with Government directions prior to entering sites</li> <li>The Victorian Government <b>QR Code system</b> has been implemented at our sites.</li> </ul>	<p>All relevant Personnel, Coordinators and Managers</p> <p>Barwon Water with Manager People</p> <p>S&amp;EMCoord/PIMT</p>
<p><u>Personal Logs</u> are being maintained by personnel and contractors who visit multiple sites and/or interact with otherwise segregated workgroups or people, to aid rapid contact tracing</p>	<p>All relevant Personnel, Coordinators and Managers <i>PIMT is responsible for coordinating contact tracing for suspected or confirmed cases</i></p>

<p><b>My Desk as a Safe Space</b> – Barwon Water workplaces are configured and equipped to enable our desks to provide physical distancing and be individually allocated in most instances. People can move between their primary worksite and home as a place of work with confidence that their desk is a safe space to work.</p> <p>Where workspaces must be shared (hot-desk), we have controls in place such as: disinfection of the desk area before and after your shift, individual equipment for high-touch items like keyboard, mouse, headphones, stationary (these can be secured in lockers) and one user per shift.</p>	<p>All relevant Personnel, Coordinators and Managers <i>Supported by PIMT</i></p>
<p>All <b>communal work areas</b> have been established to minimise the number of people onsite We have in place a requirement for only one person per four square meters and to maintain 1.5m physical distance wherever possible</p> <ul style="list-style-type: none"> <li>• All rooms have been signed with the number of people to provide capacity guidance.</li> <li>• Access to common areas is restricted to limit the number of users at any one time e.g. kitchens and break out areas.</li> <li>• Physical barriers and <b>markings</b> are in place where safe and practical.</li> <li>• <b>Signage</b> and <b>floor markings</b> are in place to give guidance.</li> <li>• <b>Alignment of workstations</b> has been established, to give adequate room for employees</li> <li>• Hot-desking is not available, unless controlled under PIMT advice</li> <li>• Personnel at sites have own desk-space, headset, laptop, keyboard, mouse etc.</li> </ul>	<p>Coordinators and Managers</p>
<p>Additional (portable) amenities are on site to reduce shared space use.</p>	<p>Coordinators and Managers</p>
<p>We have eliminated the need for <b>build-up of employees</b> waiting to enter and exit, and works are dispatched remotely wherever possible.</p>	<p>Coordinators and Managers</p>
<p><b>Contactless delivery</b> is in place where it is safe to do so and controls and checks are required for all visitors to site including the self-assessment and on-line SMS and QR Code check in.</p>	<p>Coordinators and Managers</p>

### Controls for staff working across multiple Sites

To ensure that we can continue to deliver our services, a number of our staff must work across multiple sites.

To mitigate risks associated with this, risk assessments have been completed for these employees with all CORONAVIRUS safety controls in place as required, including:

Control	Accountability
Segregation of work groups and rostering to minimise interaction between segregated workgroups (cells) including: <ul style="list-style-type: none"> <li>• Segregation of work spaces at site</li> <li>• Management of shared spaces</li> <li>• Additional amenities provided to site where required.</li> <li>• 48 hour "buffer" prior to crossing into other cells</li> <li>• Assessment and approval where 48 hr buffer or alternate ways of working must be considered.</li> </ul>	Coordinators and Managers <i>Supported by PIMT</i>
Maintaining a <a href="#">Personal Log</a> where attending multiple worksites is necessary	All relevant Personnel, Coordinators and Managers
Minimising access of personnel who are not incumbent to a site, to attend for essential works only, e.g. in accordance with the <a href="#">Process for managing access for essential works on site during COVID-19</a> document.	All relevant Personnel, Coordinators, Managers and GMs <i>Supported and reviewed by PIMT IC</i>

Advice for Water sector employees working across multiple sites has been provided from DELWP and the principles of this, continue to be applied in our workplace:

*"There is a need for businesses to limit employees working across multiple workplace settings or work sites. Where this is not practical, they need to demonstrate that they have systems (e.g. rostering) in place to reduce the number of workers working across multiple sites. Employees will need to have an approved Transition Request and Worker Permit for each location they attend. (These apply for stage 4 only and those travelling from stage 4 areas to stage 3 areas)."*

## Record Keeping

All records relating to coronavirus and our operations and business activities fall under our [Recordkeeping Policy](#). We are maintaining effective records of activities, specifically relating to coronavirus. These records include:

Control	Accountability
<ul style="list-style-type: none"> <li>• Visitor logs of people that attend sites (including the online SMS "App"/QR Code check-in tools)</li> <li>• All hazard and incident reports</li> <li>• Worksite assessment checklists</li> <li>• Access logs to buildings</li> <li>• Ergonomic workstation assessments</li> <li>• Health declaration (On-line or hard copy)</li> <li>• SWMS and SOPs</li> </ul>	Coordinators and Managers <i>Supported by PIMT and Safety Team</i>
Records of decisions and actions undertaken in relation to coronavirus in our <i>Control Plan Log</i>	PIMT IC supported by IC Administration Support Officer

Record of approved communications to our personnel, contractors, suppliers and community	PIMT IC, Communications Lead and IC Administration Support Officer
Confidential records of coronavirus testing and suspected/positive cases within and relevant our workplace	Restricted to PIMT IC, Manager People, Crisis Leader and Managing Director <i>with support from affected person's People Leaders and designated Positive case incident management team as required only</i>
All staff have access to Health, Safety and Wellbeing procedures on the intranet including a dedicated <a href="#">coronavirus (COVID-19)</a> page. This includes the reporting procedures.  Note: All staff are provided training when they commence with Barwon Water as a part of their induction about incident reporting and this is reiterated to staff via annual toolboxes.	PIMT IC and Communications Lead  <i>Manager People</i>

### Training and education resources for employees

We have a number of resources available to employees and this information is communicated via regular MD's updates, toolboxes and internal resources (online learning platforms).

#### Mandatory or Safety-critical training

All mandatory and safety critical training is continuing either on line or face-to face as required. Face to face training is being completed with sessions and venues risk assessed **by PIMT**, to ensure coronavirus controls are in place prior to scheduling. *This process is supported by the **Safety and People Teams***

#### E-Learns: online training modules for all staff

These training modules provide online education relating to coronavirus and hazards and learnings in our working environment.

The topics relating to coronavirus include:

Control	Accountability
<ul style="list-style-type: none"> <li>• Appropriate use of face coverings and masks</li> <li>• Continuing our focus on safety: coronavirus (COVID-19)</li> <li>• Induction - Access to the Workplace -Under COVID Controls</li> </ul>	Coordinators and Managers <i>Development and Maintenance is supported by PIMT and Safety and People Teams</i>

### Information for People Leaders

The **PIMT** provide information to help our **People Leaders** respond to coronavirus. These resources include:

Control	Accountability
<ul style="list-style-type: none"> <li>• <a href="#">Leaders guide for coronavirus (COVID-19)</a></li> <li>• <a href="#">Leading remote teams in times of crisis</a></li> </ul>	Coordinators and Managers  <i>Development and Maintenance is supported by PIMT and SMEs as required.</i>

### Safety toolboxes

Toolboxes are information sessions with staff that have been designed specifically to support our teams. These are **delivered by People Leaders** and provide an opportunity to discuss the content. Some of the specific content that has been developed for the coronavirus pandemic includes:

Control	Accountability
<ul style="list-style-type: none"> <li>• <a href="#">Appropriate use of mask coverings</a>: Outlines the requirements for all personnel to wear masks onsite, acceptable mask types, how to safely use/wear masks and how to dispose of masks.</li> <li>• <a href="#">Mindfulness on the job</a>: Helps with managing stress and distraction at times of crisis and has advice on how to stay present in your work to stay safe and productive. It also has information on other steps you can take if you continue to find it difficult to concentrate on your work.</li> <li>• <a href="#">Coronavirus (COVID-19) controls</a>: Outlines some changes made to further strengthen controls for staff and contactors working at Barwon Water sites and accessing customer properties or in public areas.</li> <li>• <a href="#">Increase in biosecurity and contact tracing precautions</a>: Outlines the biosecurity and contact tracing precautions across all of our sites and facilities.</li> </ul>	Coordinators and Managers <i>Development and Maintenance is supported by PIMT and Safety Team</i>

# Business continuity

Barwon Water has in place **business continuity plans**. Work groups that are required to be onsite and are not able to conduct their work from home, have been divided into cells to lessen any impact and maintain business continuity.

Key controls for business continuity are:

Control	Accountability
<ul style="list-style-type: none"> <li>• Critical function assessment and planning conducted and monitored</li> <li>• Absences monitored by Managers of Departments and People Leaders</li> </ul>	Coordinators and Managers  <i>Reports are maintained and reported by PIMT IC, IC Administration Support Officer and Crisis Leader</i>
Service capability status report from water quality, testing & analysis contactor (ALS) as required	Manager ASE
Monthly (or by exception as needed), report from procurement and stores for status of stock quantities for critical PPE, supplier concerns for orders in progress etc. reported to PIMT IC and reported to DELWP as requested (previously in weekly report), <ul style="list-style-type: none"> <li>• Sector Mutual Aid Cell currently stood down, but available for re-activation to support critical supplies as required - monitored via Water Sector Resilience Network and Melbourne Water retailers and Incident Commanders Forums</li> </ul>	PIMT IC and Site Coordinators and Managers <i>Supported by Fleet and Facilities, Stores and Manager Commercial &amp; Portfolio Governance</i>
Safety controls, which contribute significantly to ongoing business continuity and resilience.	PIMT and HSW Team
Contractor letters and authorisation cards are issued (electronically), to enable contractors (or personnel in restricted areas), to pass through checkpoints and access worksites.	Coordinators, Managers and GMs <i>Supported by the PIMT IC and Communications Lead</i>
Government work and travel permit requirements are reviewed and adhered to	Coordinators, Managers and GMs <i>Supported by the PIMT IC and Communications Lead</i>

# Response to a suspected or confirmed coronavirus case

Barwon Water has in place *Isolation Guidelines* to provide guidance to People Leaders and to staff who are either working onsite or working from home:

Control	Accountability
<ul style="list-style-type: none"> <li>• <a href="#">Coronavirus (COVID-19) Isolation Guidelines (for on-site employees)</a></li> <li>• <a href="#">Coronavirus (COVID-19) Isolation Guidelines (for those working from home)</a></li> <li>• <a href="#">Guidance for People Leaders for a suspected or confirmed COVID case</a></li> </ul>	<p>Coordinators and Managers</p> <p><i>Documents are maintained by PIMT IC PIMT, SMEs and Communications Lead as required</i></p>

Key controls for ensuring rapid initiation of an appropriate response to a suspected or confirmed case (including ongoing monitoring) are:

Control	Accountability
<ul style="list-style-type: none"> <li>• <a href="#">Positive Case Response Checklist</a></li> <li>• <a href="#">Triage Assessment for Exposure to Potential Positive Case – Template</a></li> <li>• Notification by email to People (HR) Lead and PIMT IC and logged in a confidential and restricted access and distribution spreadsheet</li> <li>• Initial contact tracing conducted by People Leader and PIMT IC to inform immediate actions of precautionary isolations and/ or site cleaning or evacuation where a person reports being tested</li> <li>• We have processes in place to assist DoH with <b>contract tracing</b> and visitor records to support contract tracing including; keeping of personal logs, site visitor logs and guidance for People Leaders and responders. They provide questions to ask, to understand any potential contact with sites and personnel, when they are notified of a person who has a suspected or confirmed case of coronavirus.</li> <li>• We have processes in place to notify employees and visitors to site in the event of a <b>confirmed</b> or <b>suspected case</b>. We have processes in place to <b>notify WorkSafe Victoria</b> in the event of a positive case.</li> <li>• We report the status of suspected or confirmed cases to DELWP in the DELWP weekly report</li> </ul>	<p>Coordinators and Managers to initiate advice of a suspected or positive case to the PIMT IC</p> <p><i>Response and records restricted to PIMT IC, Manager People, Crisis Leader and Managing Director with support from affected person's People Leaders and designated Positive case incident management team as required only</i></p>
<p>Regular BW/ BAS messaging through MD Blogs and SLT cascade to reiterate the requirement to inform us of coronavirus testing (including where personnel have been in contact with a person who is being tested)</p>	<p>PIMT IC, Managing Director and Communications Lead <i>(GM Communications &amp; Engagement)</i></p>



<p>We have a <b>cleaning contractor</b> (and backup) available, in case the business needs to undertake appropriate cleaning and disinfection protocols for a facility and to determine how and when to <b>open the workplace safely</b>.</p>	<p>PIMT Planning Officer (GM BAS) and PIMT Dep IC (Manager ASE/Chief Scientist)</p>
<p>We have guidelines for employees required to work on-site and working from home, including managing suspected or confirmed cases during work hours. These precautions apply to employees required to attend work sites or those working from home, so we can continue delivering our essential services.</p>	<p>All affected personnel, Coordinators and Managers</p> <p><i>Supported by:</i> Response and records restricted to PIMT IC, Manager People, Crisis Leader and Managing Director with support from affected person's People Leaders and designated Positive case incident management team as required only</p>

## Communications

To ensure we provide timely and accurate information to support our people, contractors and community, we have maintained a focused communications strategy throughout the coronavirus event.

Controls	Accountability
<ul style="list-style-type: none"> <li>• All internal and external coronavirus communications are approved by DELWP prior to release, as required</li> <li>• Messaging is reviewed by PIMT IC, Comms Leads, Crisis Leader and MD (prior to approval by DELWP as required)</li> <li>• MD Blog and connections articles</li> <li>• Interim MD Blogs for Geelong Region SITREP - hotspots, school closures, emerging issues</li> <li>• We are maintaining a dedicated coronavirus page with links to resources, signage, SWMS, SLT messaging, external resources etc.</li> <li>• Covid-19 Q&amp;As</li> <li>• Social media via Facebook, Barwon Water webpage and screensavers promote government and sector messaging</li> <li>• All planned works and capital projects customer notifications include coronavirus safety control information</li> <li>• "Banners" for financial support for customers on bills and social media</li> <li>• Email to 80,000 customers explaining Barwon Water's essential service, strict controls and support for customer experiencing hardship</li> <li>• Emails to key stakeholder and customer groups including councils, sector groups, agencies etc.</li> </ul> <p>*Refer to the <a href="#">COVID-19 intranet page</a> for further links.</p>	<p>GM Communications and Engagement with Group Coordinators and Managers</p> <p><i>Supported by:</i> PIMT IC, Communications Lead and Managing Director for development and approval of communications and media</p>

# Customer support

We have maintained a strong focus on our service to our customers. The coronavirus pandemic has meant we have had to consider potential and emerging financial impacts, as well as manage service offerings, such as our WaterAssist Home program.

Our Call Centre personnel have also undergone a significant change, in moving to working from home (and now flexible working arrangements, including the re-opening of our front service counter, in accordance with government Directions), and we have enacted a number of strategies to ensure they are well supported. Other controls include:

Controls	Accountability
<ul style="list-style-type: none"> <li>• Monthly review against Barwon Water’s attestation to National Hardship Principles</li> <li>• Weekly ESC reporting on hardship support provided</li> <li>• Daily call handling reports for BW &amp; BAS after hours’ calls</li> <li>• Monthly debtor reporting</li> <li>• Voice of Customer report produced fortnightly</li> <li>• Review underway of customer communications for CALD communities and customers with disabilities.</li> <li>• Outbound call strategies to reach out and support customers experiencing hardship</li> <li>• Training for customer staff to manage complex and difficult calls</li> <li>• Continued call handling (SenseX) training for contact centre</li> <li>• Customer Insights Report produced monthly</li> <li>• Customer Service Soft Skill training for other front line teams</li> <li>• External relationships and partnerships: Financial Inclusion Action Plan (FIAP) program, Thriving Communities, local support agency networks, Local, State and Federal Government networks.</li> <li>• Industry networks, including Water Services Association of Australia (WSSA) Customer &amp; Community network and related working groups.</li> <li>• All ongoing efforts to communicate with customers and key stakeholders about the support that is available as set out in Communications (above)</li> <li>• Industry Alerts included in key Customer messaging (to support awareness of COVID Safety controls)</li> </ul>	<p>GM Communications and Engagement with Group Managers and Coordinators</p> <p><i>Supported by: PIMT IC, Communications Lead and Managing Director for development and approval of communications and media and reporting requirements</i></p>

## Protection of Public and Community

We maintain a number of publicly accessible spaces, often utilised for permissible recreation. We also conduct works in public space and on private property. To ensure safety of the public and community we:

Control	Accountability
Continue to use standard controls to restrict the public from our workspaces – including barriers and signage around public facing worksites	PIMT Operations Lead ( <i>GM Infrastructure &amp; Technology</i> ), Site Coordinators and Managers
Continue to monitor DoH directions and utilise various controls relevant, including blocking access to sites not suitable to the public and signage to advise of DoH allowable use of space in line with DoH guidelines (e.g. Use of BBQ and picnic table areas, playground consideration, group numbers, Fishing allowed/not allowed)	PIMT IC and Broader PIMT and CMT
All personnel and contractors use masks (and gloves) in accordance with Government Directions and when they access a customer's property or when there is a risk that 1.5m separation cannot be maintained at all times	GM Communications and Engagement with Group Managers and Coordinators
We ensure that all planned works and capital projects customer notifications include coronavirus safety control information	<i>Supported by:</i> PIMT IC, Communications Lead and Managing Director for development and approval of communications
The SMS "App" health assessment is used prior to entering customer homes or property where physical distancing cannot be adhered to e.g. WaterAssist Home program.	

## Managing financial impacts

Key controls to support monitoring and response to potential financial impacts from the coronavirus pandemic are:

Control	Accountability
<ul style="list-style-type: none"> <li>Weekly cashflow monitoring and reporting conducted and compared against modelling and previous financial periods - reports to external authorities as required and update included in ELT-COVID-19 update pack as requested</li> <li>Bi-monthly cashflow and dashboard report provided to Directors via Diligent software.</li> </ul>	GM Organisational Performance <i>Supported by: Manager Finance and PIMT IC for Reporting via ELT-COVID-19 update pack</i>

# Terms and definitions

Term	Definition
<b>AIIMS</b>	Australasian Inter-Agency Incident Management System
<b>BAS</b>	Barwon Asset Solutions
<b>BERMS</b>	Barwon Emergency Risk Management System
<b>BW</b>	Barwon Water
<b>CCF</b>	Civil Contractors Federation
<b>CMT</b>	Crisis Management Team
<b>DoH (DH)</b>	Department of Health (previously, <i>Department of Health and Human Services</i> )
<b>Diligent</b>	Secure Executive/Board minute and information sharing software
<b>DELWP</b>	Department of Environment, Land, Water and Planning
<b>EPA</b>	Environmental Protection Agency
<b>Epidemic</b>	A widespread occurrence of an infectious disease in a community at a particular time
<b>ESC</b>	Essential Services Commission
<b>ELT</b>	Executive Leadership Team
<b>FIAP</b>	Financial Inclusion Action Plan
<b>GM</b>	General Manager
<b>HR</b>	Human Resources
<b>Pandemic</b>	(Of a disease) prevalent over a whole country or the world
<b>Hazard</b>	Source or situation with the potential for injury or illness, damage to property or damage to the environment
<b>IC</b>	Incident Commander
<b>PIMT</b>	Pandemic Incident Management Team
<b>PNFC</b>	Public non-financial corporations
<b>Principal Contractor</b>	a person who is appointed by the owner of a premises to: <ul style="list-style-type: none"> <li>• have management or control of the workplace; and</li> <li>• discharge the duties of a principal contractor under the OHS legislation.</li> </ul>
<b>Risk</b>	A combination of the likelihood and consequence of an event occurring
<b>Serious Incident</b>	An incident is any unplanned event resulting in the potential to result in injury, ill health, damage or loss that has an impact on the organisations ability to operate
<b>SLT</b>	Senior Leadership Team
<b>SOP</b>	Standard Operating Procedure
<b>SWMS</b>	Safe Work Method Statement
<b>Virus</b>	An infective agent that typically consists of a nucleic acid molecule in a protein coat, is too small to be seen by light microscopy, and is able to multiply only within the living cells of a host
<b>WSSA</b>	Water Services Association of Australia

## Reference Links

- [Victorian Department of Health and Human Services: Coronavirus disease \(COVID-19\)](#)
- [Australian Government Department of Health: Coronavirus \(COVID-19\)](#)
- [Australian Government Department of Health: Coronavirus \(COVID-19\) health alert, updated daily](#)
- [Australian Government Department of Health: Coronavirus \(COVID-19\) resources, available in several languages](#)
- [Victorian Government Workplace Directions – Victoria's restriction levels](#)
- [World Health Organisation: Coronavirus](#)
- [Business Victoria Website](#)
- [Barwon Emergency Risk Management System \(BERMS\)](#)
- [Barwon Water Integrated Management System](#)
- [Barwon Asset Solutions Integrated Management System](#)
- [Enterprise Risk Management Policy \(BW\)](#)
- [BW/BAS Corporate Policies](#)
- [BWBAS Corporate IMS Manual](#)
- [Quality Standards AS/NZS ISO 9001](#)
- [Safety Standards AS/NZS 4801, ISO 18001](#)
- [Environmental Management Standards AS/NZS ISO 14001](#)
- [All applicable Australian Standards, Codes of Practice and Legislative Manuals.](#)

# Appendices

## Appendix 1 COVID Safe Plan template



# Your COVIDSafe Plan

Business name: Barwon Water

Plan completed by: Safety & Emergency Management Coordinator

Date reviewed: 02/09/2021





# 1. Ensure physical distancing

## Requirements

## Action



You must apply the relevant density quotient to configure shared work areas and publicly accessible spaces.

- Shared work areas are only accessible to workers, and should only include workers in the density quotient.
- Publicly accessible spaces should include members of the public, and may include workers if they share the space on an ongoing basis.

Further information can be found at [coronavirus.vic.gov.au](https://coronavirus.vic.gov.au)

You must ensure workers and visitors are 1.5m apart as much as possible. This can be done by:

- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

### You may also consider:

- Minimising the build-up of people waiting to enter and exit the workplace
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers

Work from home is our first priority, as this eliminates any chance of workplace coronavirus infection for these employees. Subsequently, and in line with current Directions, only works that cannot be completed from home and that are required to maintain essential water and waste water services, will be allowed to continue onsite. Below are the current controls in place to ensure physical distancing and limited workplace attendance is occurring:

- All teams have completed reviews of what works can be completed from home. Only works not able to be completed from home due to operational requirements are still being completed at our sites or where our assets are located (e.g. Water mains).
- For staff to be able to go to work it must be approved by their Manager, General Manager and Incident controller. This is then logged on a register. Access logs are regularly reviewed to ensure this is being complied with.

All **communal work areas** have been established to minimise the number of people onsite (only things that cannot be practically done from home). We have in place a requirement for only one person per four square meters, all rooms have been signed with the number of allowed people to provide guidance.

- Signage and floor markings are used to provide guidance on appropriate physical distancing for communal areas
- Physical barriers and **markings** are in place where safe and practical.
- **Signage and floor markings** are in place to give guidance.
- We have eliminated the need for **build-up of employees waiting** to enter and exit, works are dispatched remotely.

**Contactless delivery** is in place where possible. Where this is not possible, we require personnel to operate under all site COVID Safety controls including Site SOPs and SWMS, physical distancing, wearing of masks and maintaining hygiene and sanitation practices.

✓

✓

✓

✓

✓

**You should provide training to workers on physical distancing expectations while working and socialising. This should include:**

- Informing workers to follow current public health directions when **carpooling**. This can be found at [www.vic.gov.au](http://www.vic.gov.au)

**Table continued from previous page...**

Barwon Water has a number of resources available to employees, this information is communicated via regular MD's updates, toolboxes and internal resources (online learning platforms).

**E-Learns: online training modules for all staff**

These training modules provide online education relating to coronavirus and hazards and learnings in our working environment. The topics relating to the coronavirus pandemic include:

- Appropriate use of face coverings and masks
- Continuing our focus on safety: (COVID-19)

Unless otherwise approved (e.g. for vehicles over 4.5 tonne), Vehicles are restricted to use by driver only, in single cab, and driver plus one passenger (diagonally opposite on back seat) for a dual cab/5-seater – with both the driver and passenger to wear masks.

**Information for People Leaders**

Barwon Water provides information to help our People Leaders respond to coronavirus. These resources include:

- [Leaders guide for coronavirus \(COVID-19\)](#)
- [Leading remote teams in times of crisis](#)

**Safety toolboxes**

Toolboxes are information sessions with staff that have been designed specifically to support teams. These are delivered by People Leaders and provide an opportunity to discuss the content. Some of the specific content that has been developed the coronavirus pandemic include:

- Appropriate use of face coverings:** Outlines the requirements for all staff to wear masks onsite, acceptable mask types, how to safely use/wear masks and how to dispose of masks.
- Mindfulness on the job:** Helps with managing stress and distraction at times of crisis and has advice on how to stay present in your work to stay safe and productive. It also has information on other steps you can take if you continue to find it difficult to concentrate on your work.

**Coronavirus (COVID-19) controls:** Outlines some changes we have made to further strengthen our controls for staff and contactors working at Barwon Water sites and accessing customer properties or in public areas.



You may be required to reduce the number of workers or the number of members of the public at your work premises in accordance with current directions.

- Construction activities have been reviewed and adjusted to adhere to Directions to reduce numbers of personnel on site.



## 2. Wear a face covering



### Requirements

**You must ensure all workers adhere to current face mask requirements, as outlined at**

[coronavirus.vic.gov.au/face-masks](https://coronavirus.vic.gov.au/face-masks)

- Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own

### Action

- Barwon Water has issued [Mask requirements based on Department of Health and CCF guidelines](#) and sent out to all employees. ✓
- **It is mandatory for all staff and visitors to site to wear PPE as required by law.** Appropriate face masks are available for all staff and all employees have completed a compulsory online mask training module and Toolboxes. ✓
- Communications to all staff via internal communications (“MD’s updates”) advise of requirements and provided in Safety Quality and Environment (SQE) Toolboxes #165 Coronavirus [\(COVID-19\) Controls](#). ✓
- Standard operating procedures and SWMS for sites includes the requirement for masks to be worn by all staff and visitors (unless lawful exemption applies). ✓
- Signage is provided at depots and sites to advise of controls. ✓

Screens

- Screens have been installed for when it is appropriate for our personnel to return to office locations and in particular for our customer service/reception areas. ✓



You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.

- You should inform workers that reusable face masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.

- **It is mandatory for all staff and visitors to site to wear PPE as required by law.** Appropriate face masks are available for all staff and all employees have completed a compulsory online mask training module and Toolboxes. ✓



### 3. Practise good hygiene



Requirements	Action	
 <p><b>You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.</b></p> <p><b>You should:</b></p> <ul style="list-style-type: none"> <li>• Clean surfaces with appropriate cleaning products, including detergent and disinfectant</li> <li>• Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so</li> <li>• Clean between shifts</li> </ul>	<ul style="list-style-type: none"> <li>• All sites have in place a plan for industrial grade cleaning/additional cleaning, including twice daily cleaning to 'Frequently Touched Surfaces' (door handles, stair handrails, light switches, lift buttons, table tops in between individual uses, fridges and microwave handles, tapware etc.). Cleaning is to be in accordance with the specific guidance of DoH</li> <li>• Disinfection supplies are provided for personnel to conduct cleaning of shared areas (e.g. kitchens, meeting rooms, vehicles) and equipment they have used throughout the day</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>
 <p>You should display a cleaning log in shared spaces.</p>	<ul style="list-style-type: none"> <li>• Cleaning Logs have been implemented in shared spaces and including pool vehicles</li> </ul>	<p>✓</p>
<p>You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.</p>	<ul style="list-style-type: none"> <li>• Appropriate hand sanitiser at entry and exit locations and throughout the buildings, have been provided. All sites have adequate supplies of hand soap and sanitiser and are regularly re-stocked. Entry points and communal areas have signage advising of requirement to wash/sanitise hands.</li> </ul>	<p>✓</p>


**If your industry is restricted or heavily restricted, you should also:**

<p>Conduct an audit of cleaning schedules.</p>	<ul style="list-style-type: none"> <li>• Barwon Water Fleet and Facilities conduct regular review of cleaning schedules, supported by our Health, Safety &amp; Wellbeing team's COVID Safety assurance checks</li> </ul>	<p>✓</p>
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## 4. Keep records and act quickly if workers become unwell

Requirements	Action	
 <p><b>You must support workers to get tested and stay home even if they only have mild symptoms.</b></p>	<p>All employees and visitors are required to complete a self-assessment and Health Declaration, in line with DoH guidelines prior to attending site. No employee that is unwell is required to work and employees have access to sick leave.</p>	✓
 <p><b>You must develop a business contingency plan to manage any outbreaks. This includes:</b></p> <ul style="list-style-type: none"> <li>• Having a plan to respond to a worker being notified they are a positive case while at work (Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period)</li> <li>• Having a plan in place to clean the worksite (or part) in the event of a positive case</li> <li>• Having a plan to contact Department of Health and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts</li> <li>• Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace</li> <li>• Having a plan in the event that you have been instructed to close by Dept of Health</li> <li>• Having a plan to re-open your workplace once agreed by Dept of Health and notify workers they can return to work.</li> </ul>	<p>Barwon Water has guidelines for employees required to work on-site and working from home, including managing <b>suspected or confirmed</b> cases during work hours. These precautions apply to employees required to attend work sites or those working from home, so we can continue delivering our essential services.</p> <ul style="list-style-type: none"> <li>• <a href="#">Coronavirus (COVID-19) isolation guidelines (on-site employees)</a></li> <li>• <a href="#">Coronavirus (COVID-19) isolation guidelines (working from home employees)</a></li> </ul> <p>Barwon Water has processes in place to assist DoH with <b>contract tracing</b> and visitor records to support contract tracing including keeping of Personal Logs, Site Visitor Logs and guidance for People Leaders and responders for questions to ask to understand potential contact with sites and personnel when they are notified a person has a suspected or confirmed Case of coronavirus.</p> <p>Barwon Water has processes in place to notify employees and visitors to site in the <b>event of a confirmed or suspected case</b>.</p> <p>These include instruction to notify Dept of Health, DELWP and Worksafe and are supported by documents such as our:</p> <ul style="list-style-type: none"> <li>• Triage Assessment for Exposure to Potential Positive Case – Template</li> <li>• Positive Case Response Checklist.</li> </ul> <p>Barwon Water has a <b>cleaning contractor</b> (and backup) available in case the business needs to undertake appropriate cleaning and disinfection protocols for a facility and to determine how and when to <b>open the workplace safely</b>.</p> <p>Barwon Water has in place <b>business continuity plans</b>. Work groups that are required to be onsite have been divided into smaller groups to lessen any impact and maintain business continuity. Isolation guidelines provide People Leaders and staff for those working <a href="#">onsite</a> and those <a href="#">working from home</a>.</p>	✓  ✓  ✓  ✓  ✓  ✓  ✓


<p>You must keep records of all people who enter the workplace for contact tracing.</p>	<p>All records relating to coronavirus and Barwon Water's operations and business activities fall under its <a href="#">Recordkeeping Policy</a>. Barwon Water will maintain effective records of activities, specifically relating to the pandemic. These records will include:</p> <ul style="list-style-type: none"> <li>• Visitor logs of people that attend sites</li> <li>• Worksite assessment checklists</li> <li>• Access logs to buildings.</li> </ul>	<p>✓</p>
<p> Every Victorian business (with some limited exceptions) must use the Victorian Government QR Code Service to check-in their workers, customers and visitors. For more information see <a href="https://www.coronavirus.vic.gov.au/about-victorian-government-qr-code-service">https://www.coronavirus.vic.gov.au/about-victorian-government-qr-code-service</a>.</p>	<p>Barwon Water uses the Victorian Government QR Service. Barwon Water also utilise a SMS supported online recording tool (the SMS "APP"), to record attendance at our sites and completion of a health declaration and acknowledge adherence to COVID Safe controls</p> <p>All records relating to coronavirus and Barwon Water's operations and business activities fall under its <a href="#">Recordkeeping Policy</a>. Barwon Water will maintain effective records of activities, specifically relating to the pandemic. These records will include:</p> <ul style="list-style-type: none"> <li>• Barwon Water SMS online attendance tool (SMS "App")</li> <li>• Visitor logs of people that attend sites</li> <li>• Worksite assessment checklists</li> <li>• Access logs to buildings.</li> </ul>	<p>✓</p>



## 5. Avoid interactions in enclosed spaces

### Requirements

### Action

<p> <b>You should reduce the amount of time workers are spending in enclosed spaces. This could include:</b></p> <ul style="list-style-type: none"> <li>• Enabling working in outdoor environments</li> <li>• Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunchbreaks and locker rooms</li> <li>• Enhancing airflow by opening windows and doors</li> <li>• Optimising fresh air flow in air conditioning systems</li> </ul>	<ul style="list-style-type: none"> <li>• Barwon Water personnel continue to work from home wherever possible. Where personnel are required to attend sites, they utilise outdoor spaces for as many onsite activities as possible and maintain good ventilation for indoor areas (and including air conditioning on fresh air settings), in addition to all other required distancing, hygiene and PPE controls.</li> </ul>	<p>✓</p>
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## 6. Create workforce bubbles

### Requirements

You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

### Action

- To ensure that we can continue to deliver our services risk assessments have been completed for employees with controls in place, including segregation of work groups (cells) and rostering to minimise interaction between segregated workgroups and personnel. Wherever possible, before crossing over to other cells, Personnel who need to crossover will have a 48 hr break/buffer (e.g. work from home/weekend)

✓

### If your industry is subject to additional industry obligations, you may also be required to:



Limit or cease the number of workers working across multiple work sites.

Barwon Water does not have restricted or heavily restricted activity, however has adopted the following:

- To ensure that we can continue to deliver our services a number of our staff must work across multiple sites. To mitigate risks associated with this, risk assessments have been completed for these employees with controls in place, including segregation of work groups and rostering to minimise interaction between segregated workgroups and personnel.
- Where attending multiple worksites is necessary, this will be recorded in their Personal Log
- Advice for Water sector employees working across multiple sites has been provided from DELWP:
- There is a need for businesses to limit employees working across multiple workplace settings or work sites. Where this is not practical, workers working across multiple sites will need to have an approved SWMS to ensure appropriate controls are in place to mitigate risk

✓

✓

✓

✓



Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.

- Barwon Water does not currently have personnel who have disclosed they would meet this requirement



## Appendix 2 – Supporting documents for coronavirus pandemic management

- Induction - Access to the Workplace -Under COVID Controls
- Leaders Guide for COVID-19
- Leading remote teams in a time of crisis
- Information for a suspected or confirmed COVID test case (for People Leaders)
- Worksite Assessment Checklist (referenced against CCF Site Assessment guidelines also)
- Site SWMS including for Contractors, Ryrie Street and Kadak place
- SOP for Water treatment and Reclamation Sites and Ryrie St (Technology Operations team)
- COVID-19 Hazards-Incidents Log
- Pre-assessment checklist and disclaimer (Health Declaration)
- Pandemic response - Working remotely policy and checklist
- Face coverings and masks Toolbox and ELMO e-learn
- Face masks Q&As
- Safety Toolboxes:
  - Appropriate use of mask coverings
  - Mindfulness on the job
  - Coronavirus (COVID-19) controls
  - Increase in biosecurity and contact tracing precautions
  - Coronavirus (COVID-19) intranet page
  - HVAC/Aircon Advice
  - Cleaning and disinfecting to reduce coronavirus transmission procedure
- Site Visitor Register
- Personal Log
- Process for managing access for essential works on site during COVID-19 document
- Signage – Barwon Water owned e.g. for sites accessible to public for recreation
- Site SMS App/Check-in tool (online)
- Triage Assessment for Exposure to Potential Positive Case – Template
- Positive Case Response Checklist.

### Other supporting documents utilised, but not specifically referenced:

- COVID-19 Q&As
- Contractor letters
- Contractor Authorisation Cards (e-version)
- Worker Permit
- Personnel Authorisation Letters
- COVID-19 Testing Tracker - Restricted
- Record Keeping Policy.

External documents/resources used to support management of coronavirus:

- DELWP - Protocol for management of a suspected or confirmed COVID-19 case
- Signage – Barwon Water owned e.g. for sites accessible to public for recreation.
- Victorian Government QR Code System
- Authorised Worker Permit



