

# COVID-19 CONTROL PLAN UPDATE SEP 2021

## Segment – Distance – Isolate - Operate

This is an update to the Active COVID-19 Control Plan to ensure the plan remains current with developments.

The COVID pandemic Containment and Control phase has extended well beyond initial timelines envisaged in early 2020. The first signs are starting to emerge that we are moving from Containment and Control toward Recovery and Normalisation as the nation steadily moves to effective herd immunity through vaccination. Our plan is based on the following assumptions:

- We can minimise the risk of infection by advocating vaccination and all Government recommended protective measures
- We may have people who become infected – but they are likely to recover,
- We will be forced to manage people in Self-Isolation which we need to contain and control,
- We can lead and manage our way through this challenge and survive in good order.

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## OBJECTIVE

Our objective is to minimise the impact from COVID on our Team Members, the community and on Active Tree Services and continue to deliver essential services to our customers.

Our plan was based on four measures, Segment, Distance, Isolate, Operate. We now add a fifth Protect

- **Segment** our work force into Work Teams and adjust the teams as the situation evolves
- **Distance** Work Teams keep distance from each other to minimise the impact of infection
- **Isolate** at risk people proactively and promptly where necessary and justified for the risk
- **Operate** and sustain the business by maximising our protection levels to slow the spread.
- **Protect.** We will actively support all Team Members to obtain protection through vaccination, consistent with Government recommendations, and direction.

## EXCEPTION AND ESCALATION

This plan provides direction and principles. Where a rule has been applied (will, shall, must etc) you are to comply with that direction. Principles should be interpreted and complied with good intent.

Where reason exist to modify this plan then the escalation process is:

- Escalate via your management to the relevant State Manager,
- If State Manager requires guidance seek direction from the DCO.

## CONTAINMENT AND CONTROL

Active will be directed by Government regulation, typically states will be in two modes: Containment and Control (Limited ongoing open life as normal with limits), or Suppression (COVID is highly active and proactive measures are being taken to bring disease under control).

### STATES IN CONTAINMENT AND CONTROL

- Vulnerable and Critical personnel continue self-isolation and working from home (WFH).
- Inter-state Travel minimised to Essential Travel only on approval of CEO or COO
- Flexible working encouraged and personnel supported to sustain mixed WFH/office where the BU Manager assessed this is a reasonable adjustment. WFH is not at the Team Members election.
- Meetings and gatherings in each state adjusted to reflect the limits imposed for home visits (ie if you can have 20 at home you can have 20 in the office)
- Meetings with persons, customers, suppliers from outside the work team permitted with Social Distancing where necessary but encourage sustained use video or phone.
- Sites retain a Site Warden responsible for enforcing controls and managing issues

- Field Staff (Supervisors, Mechanics, Advisers) may attend office with Social Distancing
- Crews/Supervisors formed into Work Teams. Teams where practical remain separate from other Teams. Any interaction should maximise Social Distance.
- Wardens ensure Contractors, Deliveries etc close contact with Active personnel minimised (ie Drop-Off Point, Closed Reception, Cleaners After Staff have left)
- Wardens review hygiene and cleanliness onsite to ensure hygiene is at an optimal level.
- Wardens ensure site supplies hygiene products are made available and maintained.
- Support and manage welfare and well-being of personnel.

#### **STATES IN SUPPRESSION**

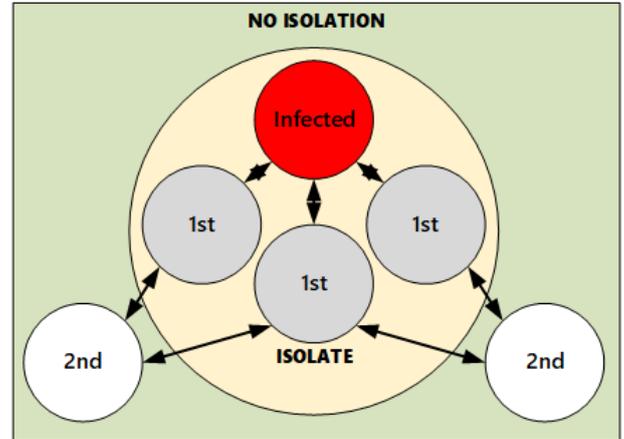
- Vulnerable and Critical personnel continue self-isolation WFH.
- Work Teams minimised to lowest practical size or limits as imposed by State (ie <5)
- Masks worn in accordance Government direction unless:
  - Work is physically vigorous causing breathing restrictions limits ie chipping
  - Creates a safety risk in communication or use of other PPE
- Travel stopped
- Non-Essential personnel must WFH and BU Managers must support required adjustment as far as practicable
- Meetings outside Team cease.
- Site Warden responsible for enforcing controls and managing issues
- Field Staff (Supervisors, Field Mechanics, HSEQ Advisors) not to attend offices.
- Work Teams remain separate from other Crews and Supervisors (Work Team).
- Wardens to ensure Contractors, Deliveries etc close contact controlled and contactless (ie Drop-Off Point, Closed Reception, Cleaners After Staff have left)
- Wardens ensure site supplies of hygiene products available and maintained.
- No face to face meetings. Use conference and phone solutions
- All sites locked and restricted to authorised persons
- Support and manage welfare and well-being of those infected or in Self-Isolation
- Support and manage welfare and well-being of those returning from infection or Self-Isolation.

## COORDINATION

### REPORTING HIGH-RISK EXPOSURE OR CONFIRMED INFECTION

Effective immediately and until further notice, all persons who meet the current criteria of High-Risk exposure or who have a Confirmed Infection are to IMMEDIATELY:

- Self-Isolate
- Report their status to the Site Warden providing details
- Site Warden is to take initial steps as outlined in the [Possible Infection in Work Team](#)
- Site Warden is to forward all collected details to the DCO at [COVID@active.com.au](mailto:COVID@active.com.au)
- DCO will assess and direct action.



### PERMIT TO WORK

Where a State directs a Permit or similar registration system:

- Non-essential personnel must work from home
- BU Manager to review all operations and ensure only essential personnel are issue a Permitted Worker Permit
- BU Manage to consult with Customer to align Active's measures with Customer requirements
- Permits may be authorised by: DCO, State Manager, BU Manager or Operations Manager.
- Sub-contractors are to supply and authorise their own permits to workers, they will not be issued by Active
- All employees are to carry photo ID and their permit during all work tasks
- All employees must comply with all requirements and intent of the Permit system, any abuse or negligence will be subject to disciplinary action
- Active Mobile and other IT systems will be used to log the specific location and times of Crews are working in mobile operations
- Permitted Worker Permits are also used for Child Care and access to care

### QR CODE

Site Warden is to ensure each fixed work location is provided a State approved QR Code registration and that all attendees to sites check-in.

All Team Members are to comply with any QR Check In requirements whilst they are on Customer sites or in the Community.

### PROTECTION MEASURES (VACCINATION AND "NO JAB NO JOB")

Active is firmly pro-protection and advocates that all Team Members should adopt all protective measures as recommended by the Government ([Immunisation | Australian Government Department of Health](#))

Unless directed by Government or by Customer formal written direction Active will not mandate Team Members become vaccinated.

Active will mandate that those who remain unprotected adopt the necessary additional controls or restrictions in order to:

- Protect their safety and well being from infection
- To protect the safety and well-being of others
- To minimise restrictions and imposts on those who are protected and our ability to operate.

If Government regulation or Customer direction prevents an unprotected person from performing functions essential to their role, then:

- If they are unprotected due to medical or religious grounds Active will make all adjustments as far as reasonable practical as determined by the BU Manager
- If they are unprotected and do not have medical/religious exemption then Active may support adjustments as considered appropriate by the BU Manager
- If adjustments are not practical then the Team Member will be stood down on leave till their leave is exhausted "No Job No Job By Choice"
- Once exhausted the BU Manager will review the status of the Team Members situation and consult with the State Manager to determine an enduring solution

Ultimately, we respect each person needs to make their own choices, but their choices have consequences on Active's ability to deliver a safe, reliable service to the community.

### **MEDICAL RECORDS**

Active Team Members are to maintain a current and accurate record of their vaccination status in the Arbor. Sub-contractors are to maintain a register of their personnel's protected status.

All records are to be treated as Medical In Confidence.

Any person who does not provide a response will be assumed to be unprotected or, if a close-contact showing symptoms assumed infected and managed accordingly.

Providing a false record is Gross Misconduct.

### **TRAVEL LIMITATIONS**

All Travel is to be booked via [flights@active.com.au](mailto:flights@active.com.au) . All inter-state travel will be reviewed by the CEO/COO.

For States in Containment and Control the following restrictions apply:

- No Critical personnel are to travel
- No more than any five Active personnel from one Work Team are to travel in the same vehicle, no more than two from different Work Teams
- Travelling personnel may only be in Close Contact with one other team on arrival

For States in Suppression the following restrictions apply, subject to State direction:

- Only Essential personnel may travel
- No more than any three Active personnel (ie one Crew) are to travel in the same vehicle

- Travelling personnel may only be in Close Contact with one other team on arrival.

### **CREW INTERACTIONS WITH MEMBERS OF THE PUBLIC**

When Crews/Field Staff interact with members of the public it is likely that there will be both:

- Increased risk of aggression or complaint from the public who will be sensitive about the risk of infection from 'strangers', and
- Risk of infection from the public for our teams.

To address this issue:

- All Crews should ensure they follow all access notes and procedures
- Where they need to interact with the public they should attempt to retain good Social Distance (2m > apart) and avoid Close Contact
- Where any member of the public shows distress, warns them away or becomes agitate they should at once leave the property
- If required note the re-resource on Active Mobile/Aroflow and move onto the next job.

A brochure will be made available to support Crews and inform the public.

### **WORK FROM HOME SUPPORT**

In Containment and Control Active will continue to support WFH where it works for both the worker and Active. In Suppression Active will maximise WFH and only essential personnel will attend work sites.

In Recovery and Normalisation, Active remains committed to the team environment as the default work mode, and any ongoing flexible work routine will be determined through consultation with the Team Member, but the ultimate determination is Active's.

Team Members with validated medical risk factors will be provided higher discretion and support.

### **CONFERENCES**

In Containment and Control Active staff may attend work-related conference/events with State Manager approval.

### **HYGIENE**

Practising good hand and sneeze/cough hygiene and keeping your distance from others when you are sick is the best defence against most viruses. You should:

- Wash your hands frequently with soap and water, and where available alcohol based cleaning products, before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- If unwell, avoid contact with others (stay more than 1.5 metres from people)
- Exercise personal responsibility for social distancing measures

### **WORK TEAM SEGMENTATION**

In Active Management we will maximise Work Team Segmentation. Work Teams are those who because of office configuration or functional needs work in Close Proximity. To control the spread of the virus each Work Team is to where-ever practical stop or limit any contact with other Work Teams.

- Each site with 10 or more personnel is to identify Work Teams

- Work Teams are to remain as physically isolated as practical from others
- When they come in contact with others they are to practice Social Distancing
- Work Teams are to split their access to communal areas (lunchrooms etc) to minimise contact
- Where practical additional resources (kettles, etc) should be supplied to allow each Work Team to remain separated
- Doors and access should be planned to allow teams to maximise isolation.

### **POSSIBLE INFECTION IN WORK TEAM**

If a person has COVID, or COVID symptoms then precautions must be taken immediately to isolate the potential exposure and assess who may have been exposed:

- Affected Person to immediately isolate from communal areas and others
- Affected Person is to immediately notify their Site Warden via phone/email/SMS.
- All other persons in Work Team remain segmented from others. Work Team to assess their interactions with the Affected Person in the last 72 Hours to determine if they have been in Close Contact Each person is to record these details and in turn any other person they have been in Close Contact with in the same period.
- Affected Person assess their interactions with others in the last 72 Hours to determine if they have been in Close Contact with others Record these details and any other person they have been in Close Contact with.
- Site Warden is to collect details from Work Team and provide them immediately to the DCO via a Potential Infection Form.
- Work Team and any other persons in Close Contact' are to be immediately placed into Precautionary Self-Isolation pending the confirmation of COVID exposure.
- If it proves a false alarm the Work Team may immediately return from Self-Isolation.
- If COVID is confirmed, then Infected Person is placed into compulsory Self-Isolation and cannot return to work until they clear quarantine requirements. See Government advice on this process.
- Remaining team who have been in Close-Contact also remain in Self-Isolation work from home, where practical until they clear quarantine requirements, generally 14 days from last exposure.
- Work Team are to follow the Return to Work process to resume onsite duties.
- Site Warden is to record details and forward to DCO.

### **DECONTAMINATION**

If a site has a confirmed infection when the infected person was in the work location, then the DCO is to be informed. Decontamination/clean-up will be based on the assessment of Site Warden and DCO.

### **COMPULSORY SELF-ISOLATION**

Where personnel are placed into compulsory Self-Isolation under Government direction then they are legally obliged to follow the requirements of Self Isolations

- Where person can perform home office duties then they can continue to work from home
- Where the persons duties preclude work from home then Active will support the person via the use of leave entitlements or additional leave at Active's discretion

- Following the 14 Day isolation period they must follow the Return to Work process.

### **RETURN TO WORK**

Following a period of Compulsory Self-Isolation, before a person returns from work:

- Complete the Returning from Self-Isolation Assessment and email to [COVID@active.com.au](mailto:COVID@active.com.au)
- Site Warden is to conduct a phone review with worker to assess suitability of return to work
- If assessed as suitable risk, then person may return to work at agreed time and place. Site Warden is to meet person on arrival and confirm they are free of COVID symptoms.
- If clear worker is permitted to return to work, if not they are to remain home till clear.
- Site Warden is to forward details of the assessment and decision to return/not return to DCO.

### **FLY-IN FLY-OUT OPERATIONS & LAHA**

FIFO resources provide a significant flexibility to the business and may be even more critical as we respond to this event. We do not envisage a blanket ban on FIFO teams whilst the Government allows travel to continue. Until Government bans are enacted we will sustain controlled FIFO operations in the following manner:

- Where FIFO resources are deemed Essential as per the Travel Restrictions, then they will continue on approval of the COO.
- Where FIFO resources are mobilised they may only operate in the arrival destination under the relevant state requirements and the following rules:
  - If moving as a single resource then they are to work in isolation by themselves
  - If impractical then they may only operate within One Work Team
  - They are to be accommodated separately from other Work Teams
  - If more than one person then they are to operate as their own Work Team and practice Social-Distancing
  - As groups moving into and out of regions it is essential they focus on good Social Distancing and Hygiene practices.

If a FIFO individual is suspected to have COVID they are to be isolated from others and either:

- Accommodated in isolation whilst we await the result of the test, or
- If unwilling to do so then they are to be returned by the most suitable means to their home location which minimises contact with all other persons, generally by car.

LAHA resources should be operated on the same basis as FIFO, keep them within Work Teams, when in accommodation limit the mixing of Work Teams, and if a suspected case emerges manage the return to home and isolation as per FIFO.

### **SUB-CONTRACTORS**

Our network of sub-contractors are a vital part of Active and this plan extends to our interactions and expectations with our 'Subbies'. Whilst they may be a different legal entity they are part of the Active family and it is our duty to support them and work with them to manage the risk.

- There will be specific communication to Subbies as part of the Communication Plan

- Subbies will be expected to cooperate with us in managing the risk and working to ensure we Segment – Distance – Isolate and Operate the business

Where issues arise with Subbies they are to be resolved via the usual management pathway, if exception is required or action needed escalate it via the State Manager to the COO.

## TRAINING

The Training and Development of our personnel remains vital to our services, but Classroom Training will create a higher risk in the Active Management, Containment and Control phases. Given the likely duration of this event we cannot avoid all classroom/group training, but the following steps are to be taken to manage the risk:

- Where training can be safely and legally deferred then it should be
- Where training is due to Customer requirements State Manager should confirm with Customer if training could be deferred
- When essential to safe and compliant operation then training continues with following controls:
  - Where practical conducted in lower risk settings (ie outside onsite v in a classroom)
  - Segment attendees to lowest possible number of Work Teams, lowest number of attendees
  - Where practical reduce, in consultation with the Trainer, any non-Active attendees
  - When attending training the Provider is to provide a plan or response on how they intend to reduce the risk of the virus spreading
- Following any training ensure the attendees are reminded of the virus signs and symptoms and be prepared to act on any warning signs rapidly.

## CONTROL

Disaster Control Organisation will manage key decisions and events. DCO will meet at the direction of the Incident Controller.

## DEFINED TERMS

**Critical Person** – Person who's role or skill set cannot be readily replaced and who's absence for <14 Days would render MAJOR damage to the business.

**Critical Capability** – Asset or process which cannot be readily replaced and it's absence for <14 Days would render MAJOR damage to the business.

**Casual Contact.** A casual contact is someone who has been in the same general area as someone who has tested positive for the coronavirus while infectious.

You are a casual contact if:

- You have had less than 15 minutes face-to-face contact in any setting with a confirmed case in the 24 hours period before the onset of their symptoms; or
- You have shared a closed space with a confirmed case for less than two hours in the 24 hours period before the onset of their symptoms.

Casual contacts do not need to be excluded from work or school while well. You must closely monitor your health and if you experience any symptoms you are advised to isolate yourself and contact your usual doctor, who will liaise with public health authorities to care for you.

**Classroom Training.** Any education, training or revision/refresher conducted in a room or confined space (Close Contact) which brings a large group (10+) or multiple members of different Work Teams together.

**Close Contact.** A close contact is someone who has been face to face for at least 15 minutes, or been in the same closed space for at least 2 hours, as someone who has tested positive for the COVID-19 when that person was infectious

**Confirmed Infection** Persons who has been diagnosed to have COVID by a Medical Doctor and test.

**Critical Travel**– Travel where the physical presence of a person is legally required to implement or enact a transaction, where a physical task requiring a specialist skill set is required, where the resources ie FIFO are the only viable solution to deliver the service and failure to travel would render MAJOR impact. Critical Travel may only be authorised by the CEO.

**Essential Travel** – Travel where the physical presence of a person is legally required to implement or enact a transaction, where a physical task requiring a specialist skill set is required, where the resources ie FIFO are the only viable solution to deliver the service. Effectively any meeting, training, discussion or other is NON-ESSENTIAL and would not continue.

**High-Risk Exposure** Person who has been in Close Contact with another person with Confirmed Infection or from a High Risk group.

**Key Person** – Persons who's presence and capacity to sustain operations is vital to this plan, but who's absence for 14 days would not render MAJOR impact. Key Persons are defined by the DCO.

**Self-Isolation. Isolation** of a person infected or high risk at home to reduce the spread of infection. Self-Isolation has two classes, Compulsory and Precautionary:

- Compulsory is required when a person has a Confirmed COVID infection which can only be decided by a medical test, or they have been in direct (1<sup>st</sup> person) Close Contact with an infected or high-risk person. Persons in Compulsory Self-Isolation will need to follow the Return to Work process
- Precautionary occurs when non-infected persons with no direct high-risk exposure work from home as a precaution to manage the spread of infection. In this situation people are not isolated whilst at home and do not need to follow the Return to Work process.

**Social Distancing,** Social distancing ([https://en.wikipedia.org/wiki/Social\\_distancing](https://en.wikipedia.org/wiki/Social_distancing)) The objective of social distancing is to reduce the probability of contact between persons carrying an infection, and others who are not infected, so as to minimize [disease transmission](#), morbidity and ultimately, [mortality](#).<sup>1</sup>

**Work Team.** Group of people, ideally less than 10, who routinely need to work in close proximity due to work location (ie office) or role (ie Crews).