

COVIDSAFE PLAN v1.1 August 2020

Statement of Commitment to keeping workers safe – both head office and labour hire workers

Encore recognises that the COVID-19 pandemic is a public health emergency and that all actions in respect to COVID-19 should be founded in expert health advice. At all times this Plan is subject to all regulations, guidelines and directions issued by the Australian Government and Public Health authorities.

This Plan must and will remain flexible and readily adaptable to any changing circumstances of the COVID-19 threat during each phase of restrictions as directed by the local and federal Government. As such, the implication is that all workers must also remain flexible and adaptable to any changing circumstances of the COVID-19 pandemic.

Communication is key

Encore understands that regular communication with all workers during this difficult time is the key to ensuring that we are all able to continue to work safely.

Communication is being undertaken via group email updates, one-on-one conversations by phone and email (and in person for head office staff) and includes:

- Updates from relevant government and health authorities on significant developments during the evolving pandemic situation and instructions to comply with all applicable directives;
- Passing on relevant information from government clients regarding individual workplace requirements and protocols and instructions to comply with all such applicable directives;
- Information on symptoms of illness, self-isolation requirements and where to seek help;
- Reporting requirements in the case of a confirmed or suspected case of COVID-19;
- Information on working from home safely and self-assessment check lists;
- Mental health self-care and resources.

All workers have been provided with a copy of this COVIDSafe Plan which is also available on our website (www.encoreit.com.au)

COVID-Safe requirements

Head Office Staff

Consultation

All members of Encore's small head office team have had the opportunity to share concerns and be involved in developing a plan to ensure a COVID-Safe working environment.

Working from home/ rotating staff

Encore's head office staff are small in number, located in a fit-for-purpose suburban location with ample space to physical distance. Workstations have been rearranged to make maximum use of the available area for the purposes of physical distancing. Executive staff can work from home and have been encouraged to do so. Information on safe home workplace set up has been provided along with a self-assessment checklist. Rosters have been established to ensure that, where practically possible, there is only a minimal number of staff in attendance at the office at any one time.

Minimising external contacts

The majority of interaction with labour hire staff and government clients has traditionally been conducted by email/phone and this business model will continue. Labour hire staff have been asked not to attend the office premises unless necessary. A track and trace register has been set up for all staff and any visitors to the head office space.

Hygiene

Sanitiser has been provided for use upon entry/exit of office space. A daily cleaning regime has been set up for desks/break-out space/bathrooms with appropriate products and equipment. Posters have been hung throughout the office space reminding of the importance of hand washing, physical distancing and cleaning protocols.

Labour Hire Workers

Encore has been working closely with government clients to implement plans to ensure the safety of labour hire workers by:

- Disseminating relevant information provided by government clients in a timely fashion
- Assisting in organising work from home arrangements as required. This includes coordinating the completion of relevant client required workplace safety documentation.
- Providing information on setting up and maintaining a safe home work environment including a self-assessment safety checklist.
- Keeping a register of workers working from home.
- Ensuring that labour hire workers know the reporting requirements if they suspect or have received confirmation that they have contracted COVID-19 or if they have come into contact with a suspected or confirmed case of COVID-19.

All Workers

Travel to Government defined "hot-spot"

If any worker, or household member of a worker travels to a Government defined hotspot in any state or territory, or they have visitors from any such hot spot, that worker is to stay home and advise the Encore CovidSafe Officer or Director of this. They are to remain at home self-isolating for 14 days following their or contact with a household member's return from the hot-spot or the worker has been tested and returned a negative result.

Symptoms and getting tested

All workers have been advised and reminded during regular email updates of their responsibilities in ensuring a safe workplace and community, this includes heightened hygiene practices. If they are

unwell with respiratory systems with or without fever, they have been directed that they must not attend the workplace until completely well.

They have further been advised to seek medical advice immediately and get tested for COVID-19 if they have:

- A fever of 37.5 degrees or higher (or recent history of fever such as chills or night sweats); and/or
- Respiratory infection, such as shortness of breath, cough or sore throat;
- Come into contact with a suspected or confirmed case of COVID-19.

They have been instructed to stay at home until their results of their test have returned and to advise their Department workplace manager as well as Encore's COVIDSafe Officer. If a positive result is returned, they are aware that they must self-isolate for a minimum of 14 days and must not return to work until they have received medical clearance.

Encore has provided and will continue to provide resources from relevant State and Territory government and health about when to seek medical attention, how to get tested, quarantine requirements as a result of illness, contact with a suspected or confirmed case of COVID-19 and cross-border travel.

Reporting of Illness

Encore understands the critical nature of following a strict reporting procedure to ensure the safety of the workplace, both at head office and on site at government clients, as well as the community as a whole and as such has put the following measures in place:

- Encore workers, both labour hire and head office staff, have been directed to advise Encore's COVIDSafe Officer immediately if they suspect or have received confirmation that they have contracted COVID-19 OR they have come into contact with a suspected or confirmed case of COVID19.
- Labour hire workers have also been made aware that they must report to their workplace manager of the government client where they work if they suspect or have received confirmation that they have contracted COVID-19 OR they have come into contact with a suspected or confirmed case of COVID19.
- If a labour hire worker tests positive, Encore will immediately advise the relevant COVID-19 officer/team of the government client where the worker is out placed;
- Encore will also report positive test cases to the relevant WHS regulator in the jurisdiction concerned as per each State and Territory's Work Health and Safety requirements.

Support for workers during illness

Encore understands that receiving a positive test is likely to be an anxious time for a worker. Encore's COVIDSafe Officer will maintain regular contact with the worker by means of a combination of phone and email communication to check on the well-being of the worker and to provide access to helpful resources. Encore will also provide access to leave entitlements (where applicable).

Returning to work after a positive test

Encore will monitor and ensure that workers do not present at the workplace after a positive test until they have completed the mandatory 14 day quarantine period and have obtained medical clearance to do so.

COVIDSafe Contact Officers

Natalie Rule has been appointed as Encore's COVIDSafe Officer as the first point of contact for COVID enquiries and reporting and all workers have been instructed that she may be contacted at any time, including after hours, by phone on 0412 061 603 or email at natalie@encoreit.com.au. In the event that workers are unable to reach Natalie, they should contact Director, Shelley Uebergang by email shelley@encoreit.com.au or mobile 0402 056 579.

Monitor and Review

As the COVID-19 situation is an evolving one, changing sometimes on a daily basis, Encore will monitor all relevant and government and health authority communications with a view to their impact on Encore's workers. This COVIDSafe Plan will be regularly reviewed and updated as applicable.