

NTAV COVID Safe Plan

| Plan details | |
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| Business name: | National Trust of Australia (Victoria) |
| Locations applicable | All NTAV properties open to public. Excludes rental properties |
| Contact person | People & Culture |
| File ref. | 2020_COVID Safe Plan_V5 |
| Author | People & Culture |
| Related documents | COVID RTW Framework |
| Approval | P&C and CEO |
| Version | V6 10/10/21 |

Overview

The National Trust of Australia (Victoria) has prepared this plan to minimise the risk of coronavirus (COVID-19) transmission occurring to stakeholders, staff, volunteers, contractors and visitors. This plan is based on a review of risks to operations, both offices, gardens and spaces open to the public.

This document outlines the requirements and elements of the NTAV's COVID Safe Plan. At minimum the plan addresses all the guidance and requirements outlined by the Victorian DHHS.

Coverage

All employee and volunteer workers must read, understand and comply with the COVID Safe Plan. Visitors will be advised to appropriate protocols.

Availability

Up to date versions of the NTAV's COVID Safe Plan will be available on the Intranet and from the People & Culture Department upon request.

| Hygiene | |
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| Guidance | Actions and obligations |
| <p>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available.</p> | <ul style="list-style-type: none"> • Staff, volunteers and patrons are asked to utilise hand sanitiser provided. • Hand sanitiser stations will be located an entry and exit points of workplaces. • Additional hand sanitiser will may be located in lunchrooms/kitchens, gardeners' cottages, printer rooms, and other locations where possible. • Hand soap and paper towel will be provided in all kitchens and bathroom where applicable. • Rubbish bins will be available in all kitchen and bathroom areas. Additional bins will be located inside offices. • Signage for correct use of hand washing and hand sanitising are displayed accordingly. • Property Managers/Coordinators are responsible for sourcing and maintaining supplies. |
| <p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p> | <ul style="list-style-type: none"> • Employees are to ensure windows and air-conditioning /heating are set for optimum air flow at the start of each shift and work day. • Staff and volunteers who open window, turn on air conditioning etc. must be responsible for closing or turning these off at the end of a shift. • Window handles and remotes are to be disinfected after use. • For offices and rooms where windows or air-conditioning is not available, limit the amount of people in each room. Keep doors and windows open for air flow. • Where office doors must be closed for privacy, please ensure no one than two (2) people are in the space at any time. • Encourage all doors inside building to remain open at all times to reduce high touch surface contact. |

| Hygiene | |
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| Guidance | Actions and obligations |
| <p>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</p> | <ul style="list-style-type: none"> • All staff, volunteers and patrons must wear a face mask while onsite except for: <ul style="list-style-type: none"> ○ When eating/drinking or when a lawful exception applies. ○ When removing masks to eat, do so well away from other staff and volunteers • PPE will be available at all NTAV properties for staff and volunteer use. This includes surgical masks and disposable gloves. <ul style="list-style-type: none"> ○ A 3-layered disposable surgical mask will be provided for those who are unable to access a face covering for the duration of their shift. • The NTAV will monitor use of face coverings in all staff and volunteers. • P2 masks will be supplied for conservation cleaning duties. These will be distributed by the Collections Team. • Disposable gloves to be provided for cleaning purposes. • The NTAV reserves the right to revoke or deny consent to access properties if patrons/visitors are not wearing a face covering. • 'Conditions of Entry' updated to include face mask to be worn upon entry. • Signage upon entry to properties will be displayed. • <i>*NTAV notes mask wearing restrictions in line with Government restrictions are subject to change.</i> |
| <p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p> | <ul style="list-style-type: none"> • All staff and volunteers are required to complete 2 new e-learning training modules. <ul style="list-style-type: none"> ○ COVID-19 in the Workplace ○ Infection Controls • Training of how to use PPE is outlined in the new training modules. • Training goes through the changes that the NTAV has made in the workplace, as well as the ways to prevent and control the spread of infection. • Signage displayed at workplaces informing staff and volunteers of correct use and disposal of PPE. • Employees are legally required to inform the NTAV if they receive a positive test result for COVID-19. • Code of Conduct and Workplace Inductions updated to remind staff and volunteers the importance of not attending work if unwell. • 'Clock-on questions' updated in Deputy to include health declarations when starting a shift. |
| <p>Replace high-touch communal items with alternatives.</p> | <ul style="list-style-type: none"> • Access and use of workplaces kitchens will be limited. <ul style="list-style-type: none"> ○ Coffee, tea, condiments are replaced with single use/serve items. ○ Fridge handles, coffee machines and kettle use should be kept to a minimum. If used, facilities must be disinfected after use. ○ Sharing of crockery and cutlery is permitted. Labelled personal cutlery and crockery is to be, cleaned and stored in lockers or offices. ○ Kitchen cleaning supplies will be disposable where required. No tea-towels, sponges etc. ○ Seating facilities inside kitchens are not to be used. Outdoor areas are recommended. • Shared workplace equipment <ul style="list-style-type: none"> ○ Walkie-talkies, iPad's FOH equipment must be disinfected regularly. ○ Avoid sharing tools are far as possible. Where this is not possible, disinfect tool handles, steering wheels etc. after use when returning them to storage. ○ Shared 'hot-desking' is to be avoided. • Personal desk equipment is to be cleaned twice a day • Where applicable staff will be provided their own equipment, labelled with their name • Touchless bins are to be used where practicable |

| Cleaning | |
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| Guidance | Actions and obligations |
| <p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p> | <ul style="list-style-type: none"> • Shared staff spaces must be cleaned at regular intervals. • Disinfect the following high touch surfaces twice daily <ul style="list-style-type: none"> ○ Door handles, gates, padlocks etc. ○ Kitchen surfaces and taps ○ Touchscreens ○ POS equipment • Cleaning log is to be completed each time this is done • Increased professional workplace cleaning in high use areas with a focus on high touch surfaces, bathrooms, hand rails etc. • Cleaning checklists and guidance circulated and available to all staff. |
| <p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p> | <ul style="list-style-type: none"> • Cleaning kit's available for use to be stored in practicable areas as well as kitchens. • Cleaning kits should contain: <ul style="list-style-type: none"> ○ Nitrile gloves ○ Detergent ○ Disinfectant ○ Masks (P2 if needed) ○ Cleaning cloths, wipes and paper towel ○ Waste bags ○ Eye protection if chemicals are needed to be mixed ○ Thymol ○ Isopropyl alcohol • Property Managers/Coordinator are to manage and monitor cleaning supplies. • Guidance on cleaning kits, items etc. will be circulated and available to all staff. <p>Conservation cleaning</p> <ul style="list-style-type: none"> • Conservation cleaning kits will contain additional items and should be used in line with the new Conservation Cleaning Procedures under the direction of the Collections team. • New procedures outline cleaning for original building fabrics including: <ul style="list-style-type: none"> ○ Light switches ○ Ceramic and metal door handles ○ Polished wood surfaces ○ Balustrades • Conservation Cleaning Procedures will be available on the Intranet or from the Collections team. Log |

| Physical distancing and limiting workplace attendance | |
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| Guidance | Actions and obligations |
| <p>Ensure that all staff that can and/or must work from home, do work from home.</p> | <ul style="list-style-type: none"> • Working from home arrangements to remain in place until 'COVID-normal'/Step Five is declared. • Permitted Worker Scheme introduced. <ul style="list-style-type: none"> ○ Onsite capacity reduced during Stage 4. ○ Permits issued to essential workers. • Compliance with restrictions and Public Health Orders managed by the COVID Working Group. • Flexible Working arrangements available upon request. • Timeline for reactivation of on-site work available on the NTAV Intranet. |

| Physical distancing and limiting workplace attendance | |
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| Guidance | Actions and obligations |
| <p>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</p> <p>Minimise the build-up of workers waiting to enter and exit the workplace.</p> <p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p> | <ul style="list-style-type: none"> • Staff and volunteers are prohibited from working across multiple sites. • Workplace 'bubbles' established to increase infection controls and contingency planning. <ul style="list-style-type: none"> ○ You must not enter a workplace or NTAV property unless you are rostered or directly by your manager. ○ Board and expert committee members are to enter Head Office when express consent is provided by the CEO. ○ You must not make contact with other 'bubbles'. • Cohorting of staff during shifts/breaks introduced. • Staggered start and finish times including breaks implemented to reduce the usage of common areas at the same time. (where applicable, high volume staff) • Staff and volunteers are to minimise time on breaks in shared facilities with others. • Where possible; different doors for entry and exit allocated to staff. • Part-time and casual workers are to declare additional employment to HR. |
| <p>Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.</p> | <ul style="list-style-type: none"> • Staff must sign in and out using Deputy at start and end of each shift. • Deputy 'clock-on questions' will ask staff to make a health declaration of their current condition. • Staff must not attend work if they are experiencing any COVID-19 related symptoms. These include: <ul style="list-style-type: none"> ○ Cough ○ Runny nose ○ Fever ○ Aches and pains ○ High temperature ○ Loss of sense of taste or smell • Staff must not attend work if they have been identified as a close contact of a positive COVID-19 case • Staff must not attend work if they are awaiting the results of a COVID-19 test or have been directed to quarantine or self-isolate • If a staff member develops any COVID-19 symptoms at work they are to leave work immediately and advise their supervisor as soon as possible. Your supervisor will advise you to get tested for COVID-19 and direct you not to return to work until you receive a negative result. • Employees are legally required to inform the NTAV if they receive a positive test result for COVID-19. |
| <p>Configure communal work areas and publicly accessible spaces so that:</p> <ul style="list-style-type: none"> • there is no more than one worker per four square meters of enclosed workspace • workers are spaced at least 1.5m apart • there is no more than one staff member per four square meters | <ul style="list-style-type: none"> • Seating areas in kitchens, breakrooms will be prohibited. • Congregation/socialising in groups in the workplace is prohibited. • Meetings should be conducted outdoors or online. Indoor meetings are to be held in appropriate spaces where the four square metre rule can be applied. Airflow is to be considered. • Staff must observe the 4 square metre rule within communal areas. • Staff must distance themselves during breaks, according to room capacity, outdoor areas are recommended for use. • Staff are to maintain 1.5m distance from others as far as is practicable • Staff are not to car pool with others to work or between sites. • NTAV Vehicle usage is for a single occupant. Disinfecting all car surfaces after use (please allow 10 minutes to perform this clean). • Screens, barriers, floor markers installed where necessary. |
| <p>Modify the alignment of workstations so that workers do not face one another.</p> | <ul style="list-style-type: none"> • Capacity will be reduced in office areas to avoid staff contact through regularly utilise shared facilities. • Workstations and office spaces will be modified to ensure adequate spacing from others including the implementation of shields or barriers where appropriate. • Workers are not to face one another when seated in any setting. |

| Physical distancing and limiting workplace attendance | |
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| Guidance | Actions and obligations |
| Review delivery protocols to limit contact between delivery drivers and staff. | <ul style="list-style-type: none"> Contactless deliveries and invoicing must be introduced onsite. Where unavailable, limit contact delivery drivers have with indoor spaces. Signage for deliveries established. The public or delivery drivers prohibited from accessing 'back of house' areas. |
| <p>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the <u>'four square metre' rule</u>.</p> <p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create congregation of staff.</p> | <ul style="list-style-type: none"> Capacity of indoor spaces calculated, ticketing and access according to four square metre rule. Floor markings provide clear minimum physical distancing guides at entrances and exits. Room capacity and distancing signage is to be displayed within all areas include open to the public, BOH and offices. Where possible, create different entrances and exits for the public. |

| Preparing your response to a suspected or confirmed COVID-19 case | |
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| Guidance | Actions and obligations |
| Prepare for impacts of an outbreak and potential closure of the workplace. | <ul style="list-style-type: none"> The Executive Manager of People & Culture will take on the responsibility of the management of a positive case or outbreak in the workplace. Property managers will ensure the closure of NTAV sites if necessary including security. COVID positive notifications needs to be made immediately to the CEO or People & Culture. Internal communications will be established. COVID Crisis group will re-convene to deal with the outbreak and decide on closure and re-opening of Property. Closure and cleaning to take place within DHS guidelines. Commercial cleaners to perform a 'deep clean' after a suspected and confirmed case. This is in addition to the cleaning outlined in above sections. |
| Prepare to assist DHS with contact tracing and providing staff and visitor records to support contact tracing. | <ul style="list-style-type: none"> Exec Man. P&C will prepare records from the period of 48 hours prior to the onset of symptoms. The NTAV will provide the following to the DHS within 24 hours: <ul style="list-style-type: none"> Matrixed Close Contacts list Workplace Risk Assessment Employer Notification <p>Information will include all rosters and employee details, along with customers, clients, visitors and workplace inspectors.</p> |
| Managing a suspected or confirmed case in an employee during work hours. | <ul style="list-style-type: none"> Staff member/s to isolate in a separate area. The employee must wear a mask and be physically distancing from all other staff persons. The NTAV will request that employee undergo a COVID-19 test and self-isolate. P&C will communicate with the employee about the requirement to self-isolate and be tested Staff member is to head home to isolate. NTAV will support this. Worksafe, DHS and staff notified if case is positive. Staff considered PCC's by the P&C dept. should isolate and test as a precaution. |

| Preparing your response to a suspected or confirmed COVID-19 case | |
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| Guidance | Actions and obligations |
| Prepare to notify workforce and site visitors of a confirmed or suspected case. | <ul style="list-style-type: none"> eDM and social media to be used to quickly communicating with visitors to a workplace where there is or has been a suspected or confirmed case For a confirmed case, NTAV will inform staff, customers, clients, visitors and workplace inspectors who are close contacts and direct them to stay in self-isolation. For a suspected case, NTAV will inform all staff at the workplace to be vigilant about the onset of COVID-19 symptoms, and to self-isolate at symptom onset and be tested as soon as reasonably practicable. |
| Immediately notify WorkSafe Victoria | <ul style="list-style-type: none"> Exec Man. P&C will notify Worksafe by completing the online incident form. |
| Confirm property can safely reopen and workers can return to work. | <ul style="list-style-type: none"> NTAV will seek confirmation that a workplace is safe to reopen, in line with advice from DHS. Employees (with a suspected, CPP, or confirmed case) must show proof of a negative PRC test for COVID-19 before returning to physical worksite. DHHS and WorkSafe to be notified that the workplace is reopening. |

| Record Keeping | |
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| Guidance | Actions and obligations |
| Ensure use of Victorian Government QR Code Service | <ul style="list-style-type: none"> All staff, visitors, volunteers, contractors must use the Victorian Government QR Code Service to check-in when arriving onsite. QR Code signage displayed at all NTAV Properties 'COVID Condition of Entry' to reflect the check-in requirement QR Service Kiosk feature to be used (where applicable) to assist visitors without smartphones Alternative record keeping methods to be used where technology is not available See https://www.nationaltrust.org.au/covid-19-information/ for 'NTAV COVID Condition of Entry' |
| COVID Check-in Marshal | <ul style="list-style-type: none"> CCM's must be present at all NTAV sites Stationed at public entrances are responsible for checking patrons have checked-in and are fully vaccinated. Information webinars held online are available to view as a refresher- See <i>Staff and Volunteer Intranet</i>. CCM's must follow the Standard Operating Procedures provided. |
| Vaccination Mandate for onsite workers | <ul style="list-style-type: none"> All NTAV Staff, Volunteers and Contractors must be double vaccinated before attending work onsite. See COVID-19 Mandatory Vaccination (Workers) Directions The NTAV will: <ul style="list-style-type: none"> Collect, record and hold vaccination information for all paid and unpaid workers Ensuring unvaccinated workers do not work away from home (the exceptions are very limited) Provide clear notification of workers and their requirements Contractor vaccinations will be sighted and recorded accordingly. |
| Vaccination status of Patrons | <ul style="list-style-type: none"> COVID Conditions of Entry updated to reflect the requirement of all patrons to be double vaccinated. Signage displayed . External and member communications established. CCM's to attend online webinar information sessions. CCM's to ensure Conditions of Entry are adhered to. |