



Corona Virus Pandemic & Business Continuity Plan

March 2020

1. Purpose

To prepare and plan for possible business impacts caused by the corona virus pandemic.

2. What is a Pandemic?

A pandemic is a worldwide spread of disease. Outbreaks of new infectious diseases can be more dangerous and spread quickly due to lack of immunity.

3. Impacts of Pandemics on Workplaces

A pandemic can directly impact on attendance in workplaces due to:

- Illness or carers leave
- Control measures by the business or by broader community requirements
- Reduction in public transportation
- Impact of possible fatalities and serious illness amongst family and friends

4. Communication

Prior to a suspected pandemic and during a pandemic GRA will:

- Monitor the pandemic information
- Educate employees as relevant information becomes available
- Keep employees informed and up to date with the pandemic details and GRA response

5. Pandemic Risk Management

GRA will conduct a risk assessment and identify the required controls for a pandemic.

GRA will implement controls to minimise possible transmission of the disease based on current knowledge of how the infectious disease is spread. This response level will be determined by the management team.

This may include:

- Screening employees who have returned from travel from high risk areas
- Providing personal protective equipment
- Increasing work from home arrangements
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6. Personal Attributes/Factors

Any pandemic risk management activity will include consideration of personal situational factors for example:

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- Current health (e.g. recent heart attack, other medical condition)
- Pregnancy/babies at home
- Age
- Caring for seniors
- Health of those persons sharing houses with employees

6.1 Social Distancing

Most infectious diseases can be controlled with improved social distancing. GRA will look at implementing the following:

- Encouraging work from home arrangements
- Discourage physical contact like handshaking, hugging and kissing
- Encourage maintaining a minimum distance of 1 metre between employees
- Discourage meetings and social gatherings in person

6.2 Symptoms

Any employee with pandemic-like symptoms should not be at work. If an employee develops symptoms, they will be sent home.

6.3 Hygiene

Personal hygiene should be encouraged and promoted. Washing hands with soap and water for 20 seconds up to the wrists and drying with paper towel or an air dryer will assist in the prevention of spreading an infectious disease.

Hands should be washed after coughing or sneezing, when caring for any person who is sick, before and during food preparation, before eating, after using the toilet and after handling animals or animal waste.

If hands are visibly dirty cleaning with soap and water will be more effective than a hand sanitiser.

GRA will also review cleaning procedures that are in place to ensure they are adequate and increase them as required should a pandemic occur.

6.4 Coughing and Sneezing etiquette

GRA will provide tissues for use when coughing and sneezing. When coughing or sneezing the mouth or nose should be covered with a tissue and the tissue disposed of immediately.

Hands should be cleaned after by hand sanitiser or soap and water.

Surfaces that may be contaminated from coughing and sneezing should be wiped with an alcohol wipe. GRA will provide alcohol wipes.

6.5 Quarantine

If a person has been infected or has a high risk of infection (e.g. contact with a person who has been infected or has returned from travel to a pandemic-affected area), the employee must serve out any known quarantine period and seek medical advice.

6.6 Business continuity planning

Business continuity will be monitored and updated by the management team as advice from the Australian Government Department of Health is updated. The plan has been developed to address how specific business-critical roles will be covered in the event that a business-critical employee or employees are infected and will include aspects such as temporary delegations of authority.

7. When an employee becomes ill at work

If an employee becomes unwell at work with any symptoms that align with the pandemic the following will occur:

- A disposable surgical style mask will be provided and worn by the employee immediately
- The employee will be asked who they have been in close contact with and this will be recorded

- The worker will be asked to see their doctor or to go home
- A record will be maintained of the person who has become ill and any person they had been in contact with
- Any personal and communal areas they have visited should be thoroughly cleaned and disinfected
- A certificate of clearance will be required for the employee to return to the workplace

8. Recovery

Any person who has been away from the workplace as a result of the pandemic illness will require a medical certificate of clearance before returning to work.

The management team will continue monitoring the system until the situation has been deemed under control by government authorities and the business.

Business Activity	Risk Description	Preventative Action / Response	Responsibility
Customer Service - Customer enquiries - Service enquiries - Arranging jobs - Scheduling - Preparation of paperwork - Employee debrief	Customer service team members unable to come to office and additional workload on remaining members	Redistribute workload Communication with customers regarding reduced customer service, possible delays etc	SP NG
	Staff member is infected with virus and exposes staff in the front office who then need to quarantine until tested.	Remote access for customer service team Team Leaders to pick up and deliver paperwork	SP NG
Attending clients site to complete jobs	Customer sites isolated Shortage of staff	Re-distribute Jobs Extend Working Hours Use Sub-contractors	NG
Disposal of waste	Disposal sites shut down	Take waste to alternative site Manage driver hours with additional driving	Staff
Vehicles - fuel	Run out of fuel	Fuel on-site for 30 working days	SP
Vehicles - Maintenance	Reduced staff in workshop	Outsource urgent repairs Drivers to wash own vehicle at end of shift	SP
Finance – Payroll and invoicing	Finance staff unable to come in to office	Can be done remotely	IC
Contamination within the workplace	Staff unable to come into office and workshops. Shortage of workers	Postpone toolbox meetings and staff gatherings Social distancing Education Provision of alcohol wipes, tissues, personal protective equipment Internal screening measures for employees returning from overseas or who may be feeling unwell.	NG SP

Business Activity	Risk Description	Preventative Action / Response	Responsibility
GSM - fabrication	Staff unable to come into work	Activities can wait until staff return	SP