



JACOBSEN HOLDINGS

# COVID-19

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## Health & Safety Protocols

This document has been developed to ensure we stabilize our business from COVID-19 with H&S protocols in place to support return to work, using industry good practice, throughout all alert levels.

# Overview

The following information has been set out to create a step by step safety system for all staff to follow. It factors in essential elements of risk management to ensure we limit transmission of COVID-19 and keep our people, customers and contacts to our business safe.

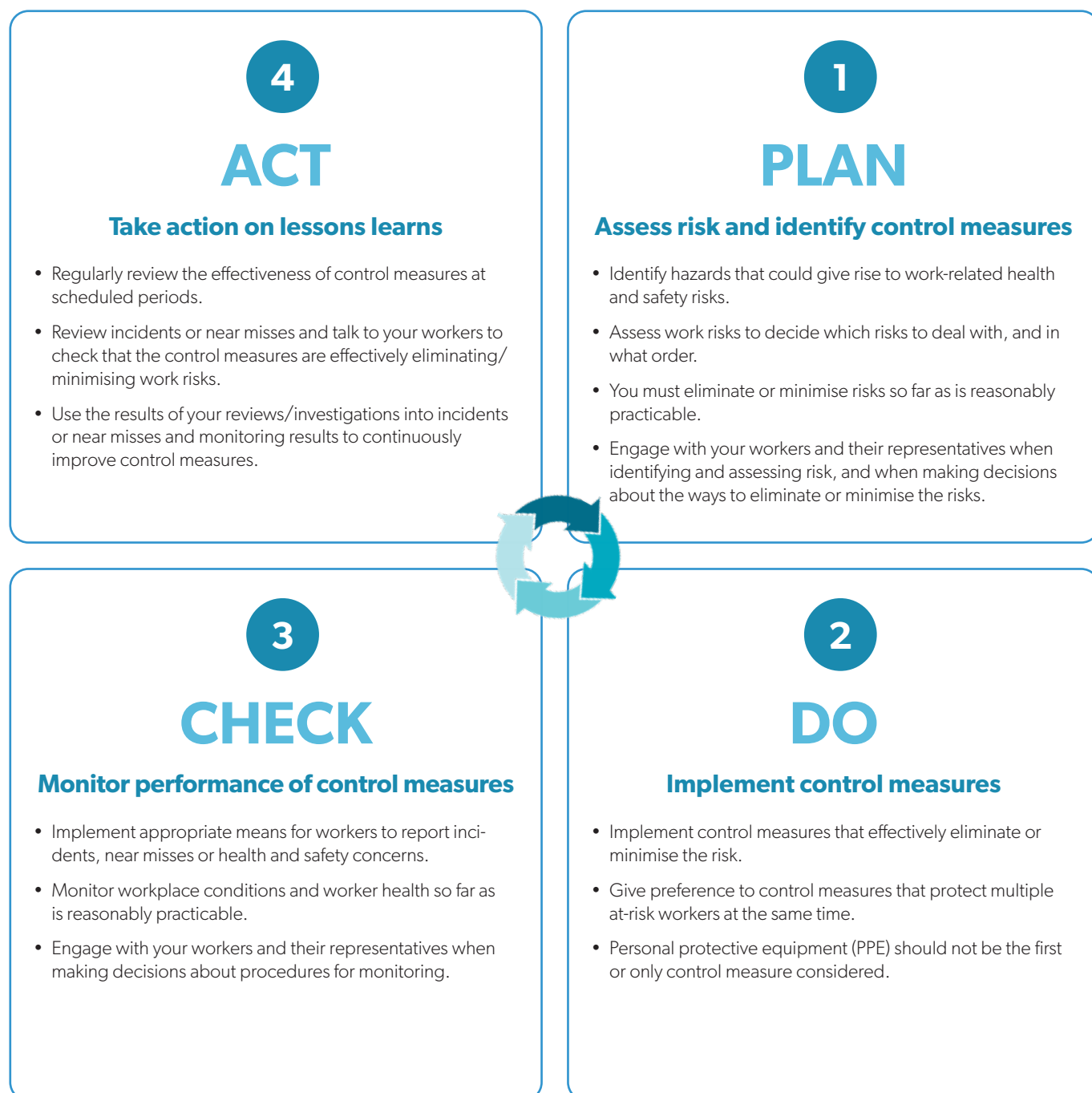
This risk management system has been designed to support good industry practice for H&S protocols across all alert levels currently in place in New Zealand. It is likely that the current guidelines for all alert levels will change with a de-escalation process therefore my goal is to use this document as a living document able to be altered and adapted as necessary through each alert level reintroduction.

## Current Level Guidelines | as at April 2020

| Level                                                                                                          | Risk Assessment                                                                                                                                                                                                                                                                                                                                | Range of measures (can be applied locally or nationally)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Level 4</b><br><b>Eliminate</b><br><br><b>Likely that disease is not contained</b>                          | <ul style="list-style-type: none"> <li>Sustained and intensive transmission</li> <li>Widespread outbreaks</li> </ul><br><b>We are here now</b>                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>People instructed to stay at home</li> <li>Educational facilities closed</li> <li>Businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics) and lifeline utilities</li> <li>Rationing of supplies and requisitioning of facilities</li> <li>Travel severely limited</li> <li>Major reprioritization of healthcare services</li> </ul>                                                                                                                                                                      |
| <b>Level 3</b><br><b>Restrict</b><br><br><b>Heightened risk that disease is not contained</b>                  | <ul style="list-style-type: none"> <li>Community transmission occurring</li> </ul> OR <ul style="list-style-type: none"> <li>Multiple clusters break out</li> </ul><br><b>We are expected to head here April 27th, 2020.</b>                                                                                                                   | <ul style="list-style-type: none"> <li>Travel in areas with clusters or community transmission limited</li> <li>Affected educational facilities closed</li> <li>Mass gatherings cancelled</li> <li>Public venues closed (e.g. libraries, museums, cinemas, food courts, gyms, pools amusement parks)</li> <li>Alternative ways of working required, and some non-essential businesses should close</li> <li>Non face-to-face primary care consultations</li> <li>Non acute (elective) services and procedures in hospitals deferred and healthcare staff prioritized.</li> </ul> |
| <b>Level 2</b><br><b>Reduce</b><br><br><b>Disease is contained but risks of community transmission growing</b> | <ul style="list-style-type: none"> <li>High risk of importing COVID-19</li> </ul> OR <ul style="list-style-type: none"> <li>Uptick in imported cases</li> </ul> OR <ul style="list-style-type: none"> <li>Uptick in household transmission</li> </ul> OR <ul style="list-style-type: none"> <li>Single or isolated cluster outbreak</li> </ul> | <ul style="list-style-type: none"> <li>Entry border measures maximized</li> <li>Further restrictions on mass gatherings</li> <li>Physical distancing on public transport (e.g. leave the seat next to you empty if you can)</li> <li>Limit non-essential travel around NZ.</li> <li>Employers start alternative ways of working if possible (e.g. remote working, shift-based working, physical distancing within the workplace, staggering meal breaks, flexible leave arrangements)</li> </ul>                                                                                 |
| <b>Level 1</b><br><b>Eliminate</b><br><br><b>Disease is contained</b>                                          | <ul style="list-style-type: none"> <li>Heightened risk of importing COVID-19</li> </ul> OR <ul style="list-style-type: none"> <li>Sporadic imported cases</li> </ul> OR <ul style="list-style-type: none"> <li>Isolated household transmission associated with imported cases.</li> </ul>                                                      | <ul style="list-style-type: none"> <li>Border entry measures to minimize risk of importing COVID-19 cases applied.</li> <li>Contact tracing</li> <li>Stringent self-isolation and quarantine</li> <li>Intensive testing for COVID-19</li> <li>Physical distancing encouraged</li> <li>Mass gatherings over 500 cancelled</li> <li>Stay home if you're sick, report flu-like symptoms</li> <li>Wash and dry hands, cough into elbow, don't touch your face</li> </ul>                                                                                                             |

# Our Risk Management Approach

We need to be clear on what being safe at work means specific to COVID-19. This is a critical component of us being able to work productively and ensure we limit the risk of transmission of COVID-19. It also ensures we are managing our H&S responsibilities proactively. To do this we will use a **PLAN-DO-CHECK-ACT** risk management approach to assess, manage and monitor the risks directly associated with COVID-19 at each alert level.



# Our Risk Management Protocols

## 1 PLAN | Assess risk and identify control measures

**It is essential that we apply the principles of good hygiene and social distancing through the flow of work in our businesses. Therefore, we need to consider and plan for what hygiene and distancing measures apply to:**

- A Pre work** (i.e. planning, pre-start checks, signage, rostering, remote inductions, clearing).
- B Arrival at work** (i.e. signing-in, compliance, health checks, PPE, work packs, washing facilities, cleaning and sanitizing, work distancing, site maps).
- C During work** (i.e. communication and meetings, approach for deliveries, equipment and Tools, separation plans and barriers, bathroom management, break management, smokers, response plan).
- D Leaving work** (i.e. sign-out, transport protocols, home arrival hygiene, sanitation and waste).
- E Emergency preparedness** (i.e. emergency plans still work in line with hygiene and distancing, (e.g. assembly points).

**It is also essential that we manage the impacts of stress in the workplace in relation to COVID-19 as this is an identified workplace hazard. Therefore, we need to consider what support is available to our employees such as:**

- EAP counselling services.
- Leadership check in's with employees, teams and their direct managers.
- Wellbeing awareness campaigns
- Peer support

**A Pre work (i.e. Manager planning, pre-start checks, remote inductions, signage, rostering, travel, clearing).**

The emergence of COVID-19 across the globe has created a new work health and safety risk that businesses need to manage. We must plan to ensure we are prepared and able to manage the requirements of:

- Govt and Ministry of Health requirements for preventing COVID-19 and promoting good hygiene practices at work.
- Identification and management of any emerging risks brought about by the COVID-19 situation.

We also expect our people to practice common sense and take care of their own health and safety, and the health and safety of others, while at work. This means following and cooperating with any reasonable health and safety instructions, policies and procedures

they're given. Because this is an evolving situation, we will update this document and the H&S protocols within it, as required.

Some of key areas where planning applies are:

### Manager planning

Each department manager must have a plan for suspected or confirmed cases of COVID-19 at work. The details of the plan and information relating to guidance for workplaces must be communicated to workers before they start work. A Manager checklist and full Summary of steps has been developed to ensure all managers have all the information they need to ensure best practice in relation to managing risks of COVID-19.

### Pre-start checks

Pre-start checks need to occur prior to any shift starting work so now is good time to plan for how these will happen. These checks are completed on all equipment, tools and work areas. They should include any surface or item that is touched or used by a person. The check should include confirmation of the item or area being cleaned and sanitized and notification of who was responsible for that duty. Any form for recording this process can be used however Microsoft excel is ideal for this purpose.

### Remote Inductions and handover

When you are operating in a split shift it will be beneficial to prepare for a handover to the next shift. It is good practice to leave at least one hour between a shift closure to when the next one commences. More than ever it is critical that all sanitizing is complete and documented and the work area is left spotless and free of any hazards. Information can be left on a white board or similar or the manager/shift team leader could utilize technology like Microsoft TEAMS to video chat, leave documentation or notes and feedback any relevant information necessary that needs to be shared.

### Signage

To ensure visitors to the work site are aware of the process and protocols we have in place, and what is expected of them, it will be critical to create signage informing them of how you want them to interact with you on site. This can be a typed poster directing visitors to a designated area, explaining how you will communicate and interact with them and anything else you want visitors to know. Any form for creating this notice can be used however Microsoft word (or a chalk or white board) is ideal for this purpose

### Rostering

The department manager will be responsible for rostering of staff to get work completed. When we are practicing physical distancing a split shift roster can be advantageous as this allows for continuity of working if one shift is impacted in some way COVID-19.

When setting a roster for your teams ensure you have allocated staff that are able to take a lead role and that all employees on the roster are aware of the protocols in place for that shift. It will also be essential to have one person on your team that is an evacuation rep or H&S representative.

## Travel and Transportation

Employers must have an understanding of how workers will travel to and from site and will communicate the [Site transportation protocol](#) to all.

## Clearing

Clearing the work site of all hazards is a standard H&S requirement and should be factored into any shift duties to be actioned and recorded as complete.

**B Arrival at work (i.e. signing-in & compliance, health checks, PPE and work packs, washing facilities, cleaning and sanitizing, work distancing, site maps).**

## Signing in and compliance

All people entering the work area are required to comply with the following :

- Practice [physical distancing protocols](#)
- [Hygiene protocols](#)
- Communicate to warehouse manager should you have any issues or concerns immediately upon arrival.
- Fill in the [site register](#)
- Sign the [declaration form](#)

## Health Checks

The adherence to signing of the site register and declaration is part of our daily Health check system including following the [Personal health flowchart](#), however it will also be beneficial for all staff to check in with their direct manager to confirm their [mental health and wellbeing](#). As part of a higher-level health check system the Head of People & Wellbeing will do spot checks and audits on documentation and protocols to confirm compliance and the overall safety of all staff and visitors to the site. These spot checks will be done regularly and without notice. These can be done using zoom technology and sharing screens, MS TEAMS where you can store documents, or in person if allowed under the current alert level. Refer to the 'What to do if you are sick' section E. for further health check protocols.

## Personal Protective Equipment (PPE)

We have PPE gear available for all warehouse, factory, production staff and office or sales staff as required when back at the workplace. These will be distributed and replenished regularly by your Head of People & Wellbeing. PPE gear is an essential safety measure to ensure the minimization of transmission the COVID-10 virus.

### Personal Protective Equipment (PPE) requirement for essential non-health workers - COVID 19



It is recommended that all operations staff wear [disposable gloves](#) and [disposable face masks](#) whilst working on site. If you are likely to be in contact with customers, delivery drivers or other visitors to site it is recommended you wear a clear full face Visser or goggles as eye protection.

## Employee work packs

To ensure limiting the transmission of COVID-19 it is ideal for employees to have their own set of stationery and work tools. These should be stored by the employee in their own locker or personal space and not shared with other staff.

## Washing facilities

All work areas have bathroom and kitchen facilities where water is available. It is essential that you wash your hands thoroughly and regularly and if water is not available (if there are other people waiting or queuing) please use the hand sanitizer that you will find wall mounted in all bathrooms or kitchen areas. Review [Hygiene protocols](#) for detail.

## Cleaning and sanitizing surfaces

All working teams must have a roster for cleaning and sanitizing of equipment, tools and surfaces at the beginning and end of every shift.

COVID-19 can remain on plastic and stainless-steel surfaces for up to about 3 days and less than that for other types of surfaces. This will depend on the surface. If surfaces look visibly dirty, they should be cleaned first. It's best to use a disinfectant.

## Disinfectants

Use a disinfectant that is antiviral and follow instructions on any label. Remember to store cleaners and disinfectants safely.

## Why it's important to keep things cleaned and sanitized

Like the flu, COVID-19 can be transmitted from person to person. The scientific evidence confirms that COVID-19 is spread by droplets. This means that when an infected person coughs, sneezes or talks, they may generate droplets containing the virus. These droplets are too large to stay in the air for long, so they quickly settle on surrounding surfaces.

We must be extra vigilant when cleaning – clean and disinfect frequently touched surfaces and objects, such as doorknobs, equipment, tools, all work surfaces.

Create a visual board or excel spreadsheet to show what needs to be cleaned and enables you to capture dates, times and names of people who have used and/or cleaned items/surfaces, should this be required for contact tracing at any time.

Ensure the following is maintained for good practice cleaning and sanitizing:

- [Cleaning stations](#) to be set up in each area with two disinfectant spray bottles and disposable wipes and visual board of what needs to be cleaned/wiped down.
- [Hand sanitizers](#) are installed in key traffic areas.
- [Rubbish bins](#) to be emptied regularly by the same person.

## Work distancing (physical distancing)

### What is physical distancing?

Physical distancing, sometimes known as “social distancing”, is about keeping a safe distance from others. This is about creating physical distance from others. At work, or if you are sick, **always keep a 2 metre distance from people.** [Practising physical](#)

**distancing protocols** is an important way to unite against COVID-19. As we move through the levels it is suggested that at Level 3 the physical distancing can reduce to 1metre however best practice indicates wherever possible keep the 2 metre rule in place. The greater the distance the better i.e. think as if the people around you have COVID-19, especially strangers.

### Site maps

All work areas should have a site map showing where emergency equipment is located (fire hose reels, fire extinguishers and exit locations etc.). Use these site maps to identify work areas for employees so they can work separated/away from others. You could photocopy these site maps and issue to each employee on site or place one copy on a central board so visibility of where people are working is clear. You could mark the site map with sticky dots or marker pens if the site map is laminated and can be wiped clean.

**C During work (i.e. communication & meetings, approach for deliveries, equipment and Tools, separation plans and barriers, bathroom management, break management, smokers, response plan).**

All work is to be undertaken to ensure Physical distancing and Hygiene Protocols are followed.

### Communication and meetings

It is essential to keep communication clear and regular especially as we navigate through the different alert levels as the safety protocols required for each level will change. If you must be on site then 10min stand up meetings daily are a great way to allocate staff members to areas and induct on any new hazards or things you want them to know and cover off the essential information needed for the day.

If you have staff that are working split shifts you can record a video and capture it using MS TEAMS so they can replay it when they arrive and have access to all the information you need to be shared.

### Approach for deliveries

All customers, carriers, couriers etc. should remain in their vehicles until such a time as an employee signals for them to come to the door or servicing area window. At this point the site register and declaration must be signed and any parcels are to be left at a designated area for clearing by one staff member daily. As we move to Level 3 this can be softened slightly to allow visitors to come to the servicing window area, but they must still adhere to distancing rules.

In Level 4 and Level 3 only approved visitors to site will be allowed up to the pedestrian gate in the Warehouse, Factory, Production areas.

Continue to practice 2 metre distancing between the delivery person and the staff member and ensure any parcels are not opened without wearing the correct PPR gear (gloves, masks and where necessary face visors).

### Equipment and Tools

Forklifts, hand trolleys and other shared equipment will be labelled and allocated to staff members, this will be communicated at stand-up meetings and reflected on visual management board. Forklifts/hand trolleys are to be used by the allocated staff member ONLY. This applies for a full shift timeline until full cleaning and sanitizing occurs at end of shift. They are not to be shared.

### Separation plans and barriers

For Warehouse, Factory and Production areas there will be barriers in place already and these should be used to ensure visitors to site cannot easily walk into any work area. Sliding barrier doors are an effective way to signal that a site is not open to visitors and signage should be visible to ensure all visitors are informed of what is required of them.

### Bathroom management

Ideally staff should use the bathroom at separate times from other staff. Try to set up a simple flag system (a sticky note on a bathroom door will suffice) to indicate that a person is using the facility. When the facility is cleared the sticky note can be removed and discarded in a rubbish bin. Remember to discard your disposable gloves and face masks whenever you use the bathroom. A fresh new pair will be available to you. Refer **hygiene protocols** for more detail.

### Break management

Ideally staff should have their break times rostered at separate times from each other. It is the responsibility of all staff to ensure they clean up after themselves and leave the area clean and tidy and free of any hazards for the next person to use. If you are using cooking equipment like a microwave, please ensure you wipe the surfaces and door handles and sanitize after use. Refer **distancing** and **hygiene protocols** for more detail.

### Smokers

Smokers must follow the **distancing** and **hygiene protocols** at all times.

### Response Plan

A COVID-19 Response plan for **suspected or confirmed case of COVID-19 at work** must be available and accessible on site. The manager will follow the instructions set out in the **Guidance for workplaces** issued by the Ministry of Health.

**D Leaving work (i.e. sign-out, transport protocols, home arrival hygiene, sanitation and waste).**

### Sign out

All staff and visitors should acknowledge departure from a work site by signing out. This sign out register is the same document as the **sign in register** and should be kept by the team manager and easily accessible in the event of an emergency or evacuation process. If this occurs it will be necessary to confirm who is and is not in the building.

### Transport protocols

Employees should park where parking is available but practice physical distancing also when heading to their vehicle. Employees should not sit in the car with other employees at any time. Review **Transportation Protocols** for more detail.

### Home arrival hygiene

On arrival at your home and if bathroom facilities are free for you to use it is good practice to wash yourself and change your clothes immediately. This limits any likely risk of transmission of COVID-19 into your home. Your clothes should be washed by you, so you are the

only person touching them. Check out the [Returning Home protocols](#) for more detail.

### Sanitation

Each site must be cleaned and sanitised at the end of the working day or end of each shift, as per the [Cleaning Guide](#).

### Waste

All waste and disposable PPE must be removed from site and securely disposed of as per the [Cleaning Guide](#).

## E Emergency preparedness or if a person is sick (i.e. emergency plans that still work in line with hygiene and distancing, e.g. assembly points).

### Emergency plans

In the event of an emergency such as a fire, If the emergency is directly related to COVID-19 the [suspected or confirmed COVID-19 protocols](#) will be followed and the [guidance for workplace document](#) will be actioned by the manager and or H&S Manager.

In the event of an emergency such as a fire, earthquake, flood, or other emergency event all employees will follow the rules and protocols already in place using our existing workplace safety management system. That is to sound the alarm, check the work area for staff and ensure all people exit the building.

All people on site would need to congregate at the nominated external assembly point but it is essential that you remain practicing physical distancing at this time.

Where possible the evacuation warden should take a box of disposable masks and gloves with them to be left for people to put on as they congregate (if they are not already wearing them i.e. new to site, visitor etc.). *The evacuation warden will not personally distribute these.* They will leave them in a central place for people to access. The evacuation warden should be wearing disposable gloves to take these items outside for the use of other people.

If you are practicing split shifts it is essential that you have an evacuation warden allocated to each shift for this purpose.

### If you are sick or have compromised health

If you have any of these symptoms, call your GP (currently it is expected that people call their GP before they arrive at a Dr's practice):

- a fever
- cough
- shortness of breath
- sneezing or a runny nose.

If you do not have a GP, call Healthline for free on **0800 358 5453**.

These symptoms do not necessarily mean you have COVID-19. The symptoms are like other illnesses that are much more common, such as colds and flu.

You also need to:

- **stay at home**
- avoid close or prolonged contact with people you live with
- stay off public transport
- stay away from supermarkets and other essential businesses.

Always follow the guidance of the [personal health flow chart](#) and the infographic chart for [what to do if a suspected or confirmed case of COVID-19 is found in the workplace](#).

We have created an [FAQ document](#) to give you more detail on the things we want you to know specific to how we manage health risks in the business. These include -

- What arrangements we have in place for staff to report any illness and remove themselves from work.
- What arrangements we have in place for staff to report any suspected exposure to COVID-19.
- What actions we will take if a staff member is suspected of or confirmed as having COVID-19.
- How we ensure that staff at particular risk of COVID-19 identify themselves and are isolated from work.
- How we ensure that our workers observe 'stay at home' rules at the conclusion of each working day.

## F Stress support

### COVID-19 can impact on people in many ways i.e. emotional stress, financial, or even through fatigue.

We offer you the following tools and options to help.

- EAP counselling services – please contact [gayle.stichbury@jacobsenholdings.co.nz](mailto:gayle.stichbury@jacobsenholdings.co.nz) to arrange for private, confidential counselling support through Vitae Services. Gayle will provide Vitae services with a counselling authority code for them to invoice Jacobsen Holdings for up to three x 1-hour counselling or guidance sessions.
- Book a meeting with your direct manager and talk through how you are feeling. If leadership support is required, we are here to listen and talk through how we may best be able to help you.
- Keep your eye out on the CEO weekly bulletins and the monthly employee Enlighten magazine as there are often wellbeing articles included that may help you.
- Reach out to a trusted colleague who may be able to help you in directing you to the best platform for support.

### You can get more help and information from:

- Your GP or local community health centre
- [Youthline](#) 0800 376 633
- Rural Support Trust 0800 RURAL HELP
- [Needtotalk](#) by calling or texting 1737 (Ministry of health NZ)
- In an emergency always call 111

Refer to the full [Mental health & Wellbeing resources](#) document.

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## 2 DO | Implement control measures

To summarize the system of controls we have in place and noted previously in this document we consider these the appropriate safety requirements of alert Level 4 and through to alert Level 3 of the COVID-19 alert level system. Our business commits to follow these practices and control measures.

Refer to the full [Summary of Steps](#) document.

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## 3 CHECK | Monitor performance of control measures

This document looks at what is reasonably practicable for our business to do to implement controls (Summary of Steps document) for the limiting the risk of transmission of COVID-19. To this end it will be necessary to continuously monitor these controls for effectiveness and to ensure they meet the requirements of the de-escalating alert level system requirements.

The following monitoring systems are in place and will remain until further notice:

- **All registers for site attendance will be checked and audited** by Head of People & Wellbeing.
- **H&S reports confirming adherence and compliance to controls** will be provided by the Head of People & Wellbeing to the business leaders and Governance board.
- **Employees will be engaged with and informed** through communication platforms already in place including but not limited to the monthly Enlighten newsletter, weekly CEO bulletins, manager/employee one on one meetings, team meetings and notice boards. All of these platforms allow for employee feedback.
- **Random spot checks** conducted by Head of People & Wellbeing will occur.
- **All information captured through registers will be stored on file** for an indefinite period to ensure we are able to provide accurate and timely responses to any contact tracing requirement.
- **H&S committee meetings** will make COVID-19 discussions, actions and follow up tasks their priority and all minutes from these meetings will be made available for employees.

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## 4 ACT | Take action on lessons learnt

We commit to managing our H&S responsibilities to the highest level. All reports will be reviewed and assessed for learnings and a continuous improvement focus will ensure we keep all people that our business interacts with, safe.

As we progress through the de-escalation of levels, we will take the learnings from each prior level as to what worked, what needed to be tweaked or changed and what systems and processes enabled fast, clear and prompt action to occur. We commit to over communicating.

**Together we can win.**

## 5

## H &amp; S

## Policy and discipline

We have a zero-tolerance policy to non-adherence to any H&S system, policy or process in our business. The COVID-19 protocols outlined in this booklet form a full H&S risk management system. Non-adherence to any of the protocols outlined in this booklet will be deemed serious and would require appropriate disciplinary action which could include termination of employment. Any breaches to policy or rules will be escalated through to the Managing Director and/or Head of People & Wellbeing.

### Sources of Information

- JHL Head of People & Wellbeing
- Ministry of Health
- Business Leaders H&S forum
- MBIE
- EMA
- Manufacturing.org.nz
- Covid-19.govt.nz
- Worksafe
- NZTE
- CHASNZ Construction Industry

### Supporting Documents

- 7 Step Guide
- Cleaning Guide Alert Level 3
- Covid-19 Site Register
- Declaration Form
- Guidance for Workplaces that have a case of Covid-19
- Hygiene Protocols
- Managers Checklist
- Mental Health & Wellbeing
- Personal Health Flow Chart
- Physical Distancing Protocols
- Protect Yourself and Your Workmates
- Protect Yourself
- Returning Home After Work
- Safe Practices Using Face Masks
- Safe Practices Using Gloves
- Site Operations Instructions
- Site Operations poster
- Site Transportation Protocols
- Stop The Spread poster
- Suspected for Confirmed Covid-19 in the Workplace
- Toolbox Talk
- Wash Your Hands poster
- What We Want You To Know