

OCCUPATIONAL HEALTH AND SAFETY HANDBOOK

COVID-19



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1 GENERAL INFORMATION

1.1 About COVID-19

For information about COVID-19 refer to the following websites:

- Department of Health WA [COVID-19 \(coronavirus\)](#)
- Australian Government Department of Health [Coronavirus \(COVID-19\) health alert](#)

1.2 Current status

For information on the current COVID-19 status refer to the following websites:

- Department of Health WA [COVID-19 statistics](#)
- Australian Government Department of Health Coronavirus [\(COVID-19\) current situation and case numbers](#)

1.3 Government news and media

For government COVID-19 news and media refer to the following websites:

- Department of Health WA [COVID-19 \(coronavirus\)](#) – latest updates
- Australian Government Department of Health [Coronavirus \(COVID-19\) news and media](#)

1.4 Government community advice and restrictions

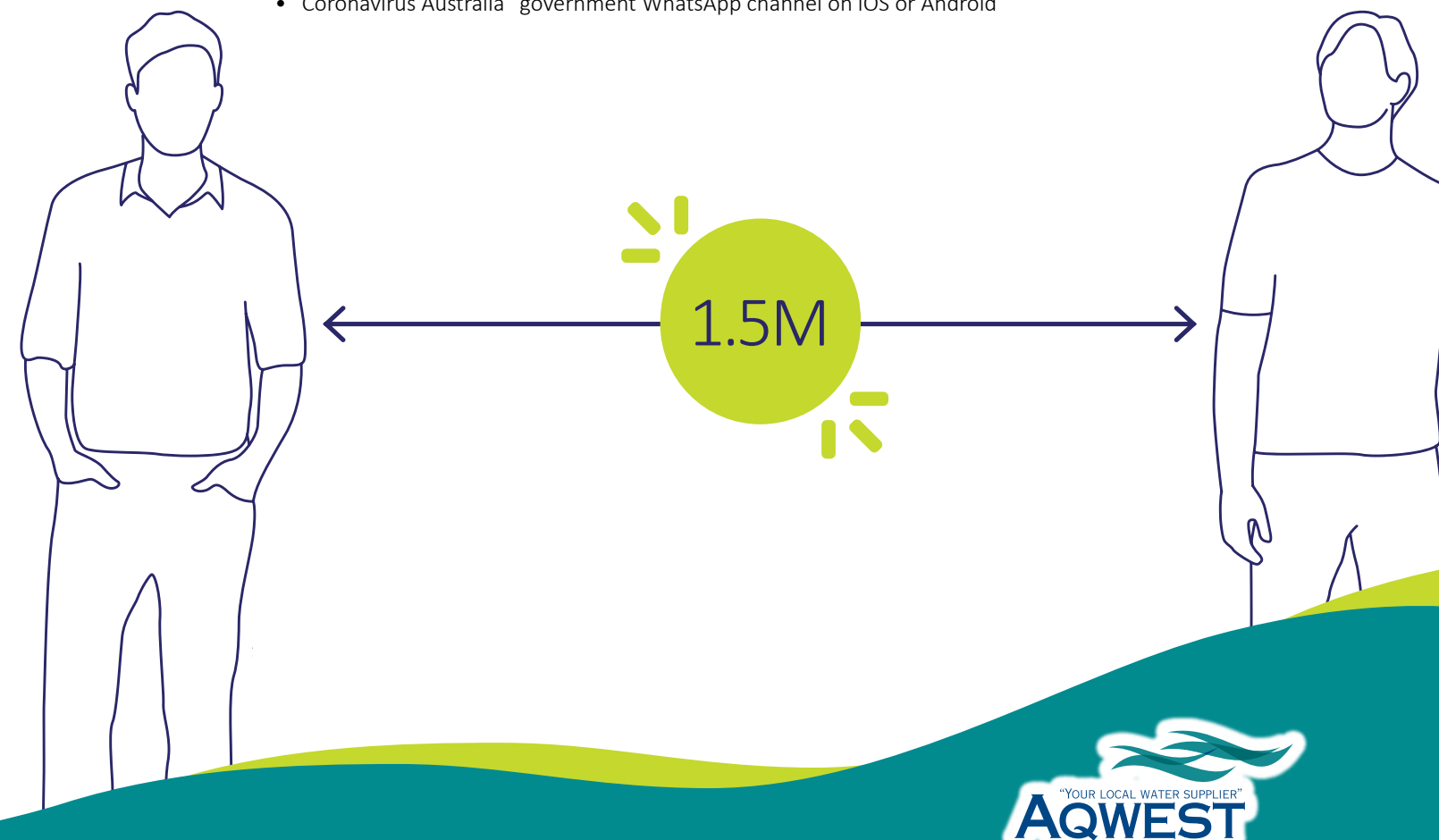
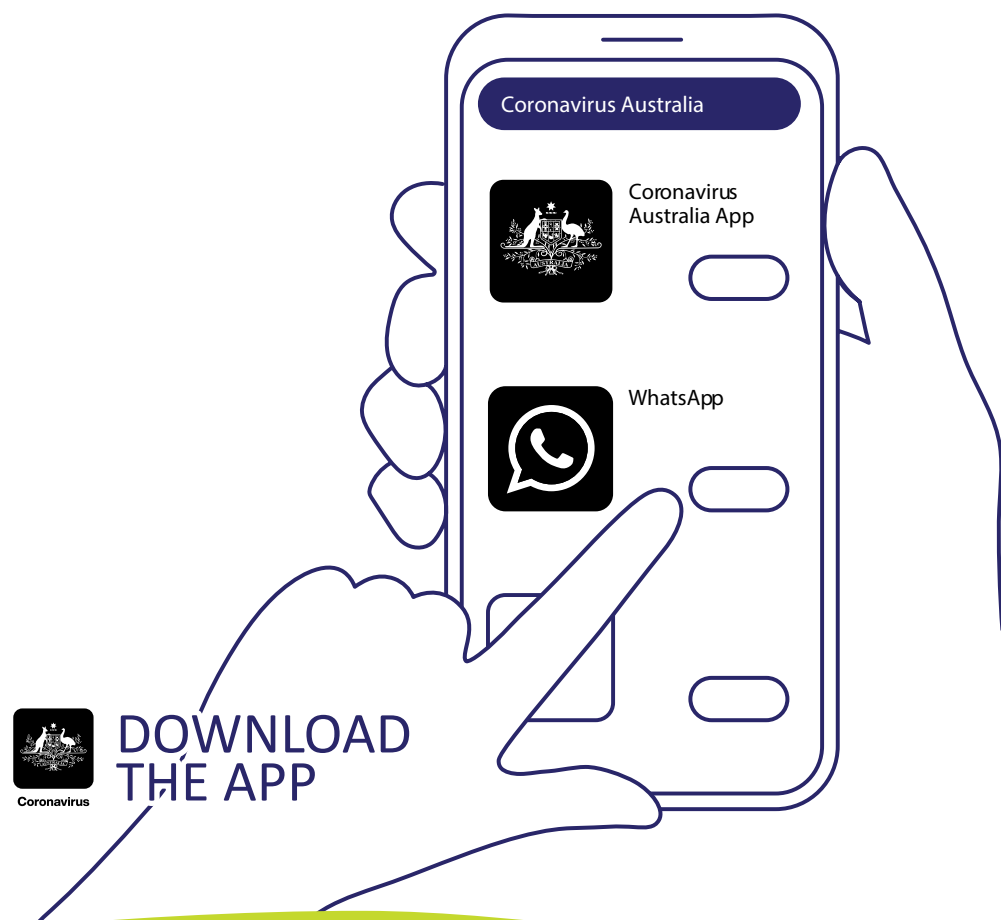
For government COVID-19 community advice and restrictions refer to the following website:

- Department of Health WA [COVID-19 coronavirus: Community advice](#)

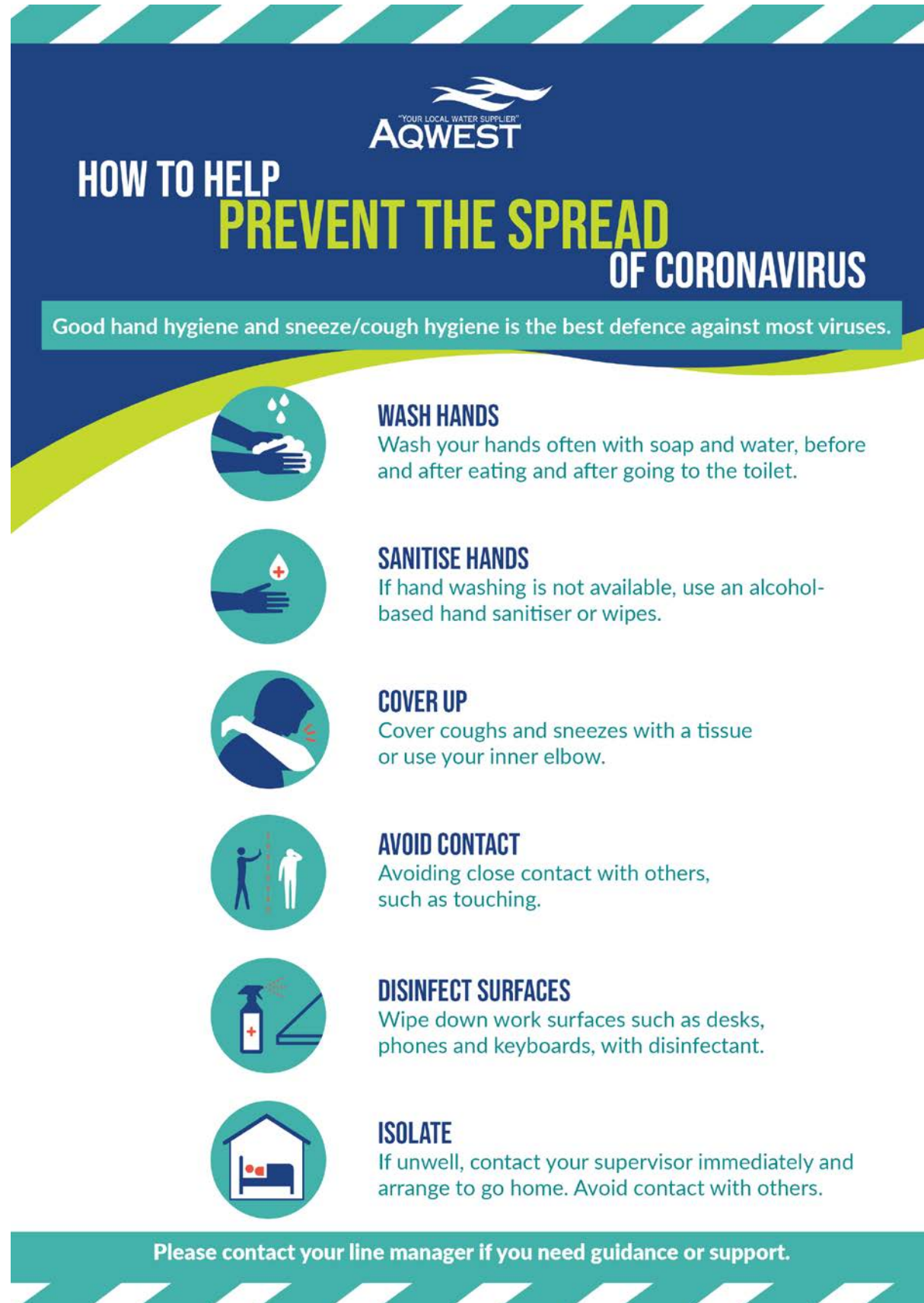
1.5 Stay informed

You can stay informed through the following Australian Government COVID-19 app and WhatsApp channel:

- “Coronavirus Australia” government app in the Apple App Store or Google Play
- “Coronavirus Australia” government WhatsApp channel on iOS or Android



1.6 Help Stop the Spread



YOUR LOCAL WATER SUPPLIER
AQWEST

HOW TO HELP PREVENT THE SPREAD OF CORONAVIRUS

Good hand hygiene and sneeze/cough hygiene is the best defence against most viruses.

- WASH HANDS**
Wash your hands often with soap and water, before and after eating and after going to the toilet.
- SANITISE HANDS**
If hand washing is not available, use an alcohol-based hand sanitiser or wipes.
- COVER UP**
Cover coughs and sneezes with a tissue or use your inner elbow.
- AVOID CONTACT**
Avoiding close contact with others, such as touching.
- DISINFECT SURFACES**
Wipe down work surfaces such as desks, phones and keyboards, with disinfectant.
- ISOLATE**
If unwell, contact your supervisor immediately and arrange to go home. Avoid contact with others.

Please contact your line manager if you need guidance or support.

2 AQWEST SITE PROTOCOLS

2.1 General

These protocols are applicable to the following Aqwest sites- Water Services Centre (WSC), Water Quality Centre (WQC) and Glen Iris WTP.

These protocols are effective from Tuesday 24 March 2020 and are subject to change.

2.2 Communications - CEO

The CEO is maintaining frequent communication with all staff through the Microsoft Teams CEO Team to keep them informed. Staff are required to hit the “like” button (or any of the other reaction buttons as you see fit) each time you receive a communication through this channel.

2.3 Self-isolation

Staff need to stay at home if you are sick. Anyone who is at risk, is required to self-isolate or has a confirmed case of COVID-19, is not to attend our offices.

2.4 Staff work arrangements

Any changes to staff work arrangements are to be endorsed by the Incident Management Team via the relevant Line Manager.

Staff changing work arrangements to work at the Aqwest sites listed, are responsible to ensure the Manage Staff Leave Return or Work Arrangement Change for COVID-19 process is completed and approved.

Staff are required to keep the Outlook Staff Calendar updated with their working location including when non-field based staff are attending site, customers properties etc.

The following documents can be found on the Microsoft Teams- CEO News and Alerts Channel (Files Tab):

- A list of staff working arrangements
- A floor plan of the WSC showing seating arrangements
- An updated telephone contact list

2.5 Restrictions on visiting Aqwest sites

Staff on Working From Home arrangements are not to visit the listed Aqwest sites without the express permission from their Supervisor and successful completion of the process. Refer link - [Manage Staff Leave Return or Work Arrangement Change for COVID-19](#).

Other visitors including children, friends or relatives are restricted from attending the listed Aqwest sites.

2.6 Social distancing

- Staff are expected to practice, wherever possible, the 1.5 metres of healthy distance between each of us, to ensure that we are limiting the potential for the spread of the virus.

NOTE: Government limit of 2 people for public gatherings does not entirely apply to AQWEST under the classification of essential workplaces, where you cannot work from home. However, these essential gatherings must apply social distancing and good hygiene practices, including being able to maintain a distance of 1.5 metres between people; providing hand hygiene products and suitable rubbish bins, with frequent cleaning and waste disposal.

- For each enclosed space, 4 square metres are to be provided per person. A floor plan of the WSC and WQC showing staff seating arrangements can be found on the Microsoft Teams- CEO News and Alerts Channel (Files Tab).
- Please do not touch other people’s electronic devices or surfaces unnecessarily.

2.7 Stores

- The store office will be locked. Please contact Anthony Bertelli via phone, email or Microsoft Teams if you require anything from the store office.
- The stores are now a drive-in/drive out setup. There are trays setup in the store for the collection and drop-off of paperwork. The booking out of parts procedure is being reviewed. Please see your Supervisors/Line Managers for queries on works allocations.

2.8 Meetings

- All non-essential face-to-face meetings have been delayed.
- On-line meetings via Microsoft Teams is encouraged.

2.9 Leave

- Staff need to communicate with their Supervisor regarding leave booked and TIL requests.
- Supervisors are to ensure all staff returning from any period of leave complete the Return to Work Survey. Refer link- [Manage Staff Leave Return or Work Arrangement Change for COVID-19](#).
- Leave may be cancelled where extreme circumstances arise.

2.10 Cleaning

- Shared high touch surfaces e.g. door handles at the WSC and WTPs are cleaned twice a day.
- Staff are responsible for cleaning of their workspaces.

2.11 Cash handling

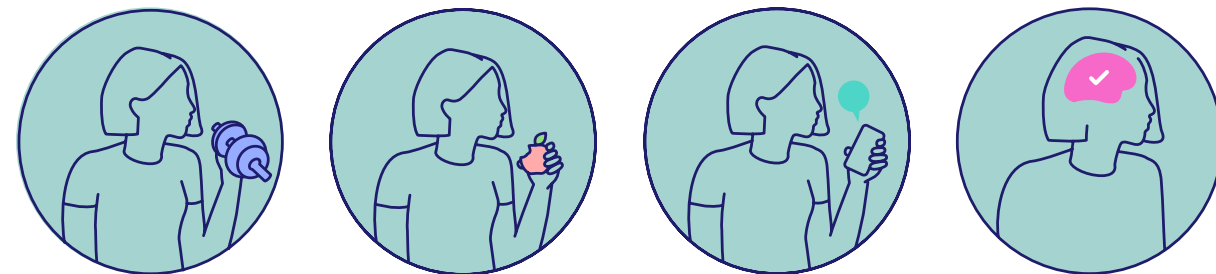
- Where handling of cash is required

For intermittent handling of cash, the staff member is to perform hand hygiene immediately after handling cash (either soap and water or hand sanitiser, whichever is available).

For longer periods of cash handling, the staff member should wear gloves while handling cash, and then carefully remove the gloves and perform hand hygiene at the end of the period of cash handling.

2.12 Limited food handling and shared food in the workplace

For the time being shared morning teas to celebrate birthdays, anniversaries, leave etc. are to be put on hold to limit the potential for the spread of the virus.



MAKE MENTAL HEALTH A PRIORITY

3 WORKING FROM HOME PROTOCOLS

3.1 Prerequisites

- Working from Home Agreement completed.
- Working from Home OHS Checklist completed and actioned.
- Access to Microsoft Teams (either on an Aqwest or personal smart phone) for the time being.

3.2 Aqwest will provide

- A work computer or laptop (personal computers are not to be used for security purposes).
- Varidesk (from your office).
- Ergonomic chair (from your office).
- All software needed to enable working from home.

No other equipment is to be taken home unless cleared by an executive manager.

3.3 Communication

CEO Channel (Teams)

All communications from the CEO or Incident Management Team are to be acknowledged by using the “like” button (or any of the other reaction buttons as you see fit).

If you don’t provide a reaction, your supervisor will be in touch to find out why.

Calls can be made from Microsoft Teams.

3.4 Returning to work

If you are on a Working From Home (WFH) Agreement and are required to return to work, follow the Promapp process - [Manage Staff Leave Return or Work Arrangement Change for COVID-19](#).

3.5 Printing and digitisation

Printing

You can print to the work printers from home if needed.

Digital signature

Create a digital signature using the Promapp process - [Create and use a digital signature](#)

Invoices and purchase orders

Authorise invoices and purchase orders electronically. Follow the Promapp process - [Certifying and incurring accounts payable invoices](#)

Timesheets

Sign using digital signature and email to supervisor, then to finance officer. Follow the Promapp process - [Electronically sign timesheet](#)

3.6 Business records

- Records are not to be removed from the WSC (except for records staff).
- Create digital records where possible and save in HPRM.

3.7 Using your private vehicle

If you are directed to use personal vehicle for work purposes, you will be reimbursed.

Complete a vehicle logbook and submit fortnightly with your timesheet. Logbook (HPRM link).

4 DAY TO DAY WORK LIFE

4.1 Sharing vehicles and equipment

If you share a work vehicle or equipment, the vehicle or equipment needs to be disinfected before it is given to the next worker (refer to environmental cleaning).

4.2 Getting lunch

Bring your own lunch to work. If you do need to buy lunch, use a drive through and always keep a social distance of at least 1.5 metres from other people. Wash your hands before and after eating.

4.3 Going to Bunnings and trade shops

Use the trade counter (where available): it is bigger and is better for social distancing.
Place a phone order before going in to the store to reduce your time inside.

4.4 Members of the public not following social distancing rules

Ask members of the public to stay at least 1.5 metres away from you. If they don't move, stop work, move away and contact your line manager.

4.5 Disposing of waste

Keep a social distance of at least 1.5 metres when visiting the tip.

If you have to touch anything that other people have touched, wear nitrile gloves or wash your hands after you are finished. Dispose of the gloves after use.

4.6 Hand hygiene

Most viruses are spread by our hands. Keep them clean.

Always keep the water and soap in vehicles topped up. Wash with soap and water for 20 seconds and dry.

Carry hand sanitiser for when you can't wash your hands.

In instances where hand washing and hand sanitiser is not available, wear nitrile gloves and do not touch your face.

5 SUSPECTED OR CONFIRMED CASE OF COVID-19 IN THE WORKPLACE

5.1 Suspected or confirmed case of COVID-19 in the workplace

Any suspected or confirmed case of COVID-19 in the Workplace refer to the guidance provided by Safe Work Australia: [Suspected or confirmed case of COVID-19 in the workplace](#).

6 ENVIRONMENTAL CLEANING

6.1 Environmental cleaning

All environmental cleaning in the workplace shall be in accordance to the guidance provided by Department of Health WA: [COVID-19 environmental cleaning for non-healthcare settings \(e.g. homes and workplaces\)](#).

7 CONTACTING CUSTOMERS

7.1 Best method to contact customers: A phone call

The best method is to call the customer. In most cases, the customer contact number is on the work order. Where a site visit is required, call the customer before going to site and ask them if they are in isolation.

If they answer:

Yes, advise the customer not to leave their house. Aqwest will attend the site and will contact the customer by phone when the work is done.

No, Aqwest workers will stay two metres from the customer at all times.

Try to contact the customer by phone at least three times before moving to the last resort: door knocking.

7.2 Last resort: Door knocking

Only approach the front door of a house or door knock as a last resort for essential work only. If you must knock on a customer's door:

Wash your hands or use hand sanitiser.

Knock on the door.

Step back at least 1.5 metres from the front door and wait for an answer.

Maintain at least 1.5 metres distance at all times while speaking to customers.

Don't touch your face until you can wash your hands or use hand sanitiser again.

Door knocking should only be used to progress with essential work.

During the work at customer sites, work inside an exclusion zone.

7.3 If a customer comes within 1.5 metres of you

Ask the customer to move at least 1.5 metres away from you. If they don't do what you ask, stop work, move away and contact your line manager.

8 WORK AT CUSTOMERS' HOMES

8.1 What if a customer wants me to go inside their home?

Explain the social distancing rules to the customer. Tell them that this means you can't go inside their home. Ask them to call the Emergency Line on 9780 9500. The customer will be able to email the customer service representative any photos of the service issue.

8.2 What if a customer's property is flooded or damaged?

Do not enter the property. Contact the Emergency Line on 9780 9500 (during normal business hours) or the on-call supervisor (after hours) and request a loss adjuster to attend the property.

9 TRAVELLING AND WORKING TOGETHER

9.1 Daily self-assessment

- Do a self-assessment at your home prior to leaving for work. Tell your line manager if you are:
- Over 70 years old
- Over 60 years old with a health condition
- Over 50 years old with Aboriginal heritage
- Feeling unwell with fever, cough, sore throat or shortness of breath
- In contact with a person who is a known or suspected case of COVID-19

If you fall into any of these groups, you need to isolate yourself for your own and others' safety.

9.2 Travelling together in vehicles

- Use one vehicle per person as often as possible. If you must travel together in one vehicle, manage the risk.

Before using a vehicle together

- Before you get into a vehicle together:
- Do a self-assessment
- Disinfect the vehicle and equipment (refer to Environmental Cleaning)
- Put tissues, hand sanitiser, rubbish bags, disinfectant and cloths in the vehicle

Using a vehicle and working together

- While using a vehicle through the day:
- Speak up and go home if you start to feel unwell during the work day – tell your line manager
- Use tissues or elbow to cover coughs or sneezes wash and dry your hands or use hand sanitiser
- Keep the windows open as much as possible and use air conditioning on fresh air not recycle
- Eat outside the vehicle

While working together using PPE, tools and equipment:

- Maintain two metres social distancing and use exclusion zones (refer to Exclusion Zone)
- Wear PPE where required
- Store used PPE in a sealed rubbish bag in the back of the vehicle (don't store it inside the cabin)
- Disinfect tools and equipment before and after use (refer to environmental cleaning)

After using or refuelling a vehicle

- After using or refuelling a vehicle:
- Wash and dry your hands or use hand sanitiser
- Disinfect the parts of the vehicle and equipment that have been touched (refer to environmental cleaning)

10 EXCLUSION ZONE

10.1 When do I need to use exclusion zones at work?

You need to use exclusion zones when:

- Repairing bursts or fixing any water services on public or customer property
- Replacing or installing water service equipment of any kind
- Working in any area where members of the public or customers can approach you

10.2 What does an exclusion zone barricade look like?

All exclusion zones and barricades must prevent a person from getting within 1.5 metres of you while you work. You will need to make your exclusion zone larger than normal. Use a spotter in areas where people are likely to walk past the job.

- Exclusion zones for work around water services less than 30 minutes:
- Use cones, flagging or bunting
- Exclusion zones for work around water services longer than 30 minutes:
- Use flagging, bunting, or hard barricading
- Exclusion zones for larger jobs with excavations, in road reserves or busy public areas:
- Use 2 metre high fencing

NOTE: these are the minimum standards - high standards may be required based on risk assessment via Safe Job Planning and Review.

11 RECEIVING CHEMICAL DELIVERIES

11.1 What should I do when the driver arrives?

Ask the driver to maintain social distancing of at least 1.5 metres. Provide hand washing facilities or hand sanitiser for the driver.

11.2 What should I do while the driver transfers and delivers chemicals?

Assist as required, observe and verify the driver completing the transfer and delivery. Always maintain a social distance of at least 1.5 metres.

11.3 I need to sign for the consignment, how do I do this safely?

Accept the consignment safely by:

- Asking the driver to put the clipboard/tablet down and move at least 1.5 metres away
- Putting on clean gloves before touching the pen or paper or electronic tablet (use your own pen where possible). Alternatively, wash your hands before and after
- Signing the consignment then move at least 1.5 metres away
- Washing your hands and wiping down any surfaces that were touched during the transfer or delivery

You might feel silly doing this, but these measures will decrease the chance of picking up and spreading the virus.



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