



Recruitment

COVID -19 RESPONSE

Dear CK Recruitment Staff/Client,

CK Recruitment, like most businesses across Australia, is taking the risk of the spreading of COVID-19 very seriously.

Our priority is our clients, their families and our staff and with this in mind, we are taking the necessary steps to prepare and respond to do our bit to help contain the virus and keep the community safe.

What are we doing?

- We are following advice from the Australian Government and the World Health Organisation (WHO).
- We have increased our cleaning services.
- We are investing in secure and flexible working arrangements with our staff so that we can continue to provide a service to our clients.
- We are closely monitoring the health of our staff and clients.

What does this mean for you as a client/staff and what can you do to help us?

- You can help us by calling our office and advising staff if you or any member of your family is sick, if you have recently returned from travelling and/or if you or any member of your family is under quarantine.
- You can help us by regularly washing your hands with soap and water.

This is not a normal situation for any of us, and we want you to know that we will keep you updated as the situation develops and that we are prepared and ready to enact our business continuity plans should the need eventuate.

Wishing you and your family good health.

WHS Risk Management Guide | COVID-19

Purpose

The purpose of this guide is to ensure CK Recruitment has a proactive approach to identify and develop strategies to manage the risks associated with the evolving nature of Coronavirus Disease COVID-19.

Scope

The scope of this guide includes both internal and external situations. Examples of internal situations include but are not limited to: meetings, office workspaces, and personal hygiene. Examples of external situations include but are not limited to: travel and public events.

Introduction to COVID-19

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects - such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to the flu.

It has been reported by the World Health Organisation that most persons infected by COVID-19 experience mild symptoms and recover. Some do go on to experience more serious illness and may require hospital care.

Higher risk groups

The risk of serious illnesses increases for:

- people over 40
- people with weakened immune systems
- people with conditions such as diabetes, heart and lung disease

Internal Processes

Due Diligence

CK Recruitment senior management are required to be proactive in ensuring that our organisation complies with its health and safety obligations. In demonstrating due diligence, our senior management team will take reasonable steps to:

1. Acquire knowledge of COVID-19 and associated risks to health and safety in the workplace:
 - closely monitor official Government sources for current information and advice
 - closely monitor updates from [Smartraveller](#) (AUS) and [SafeTravel](#) (NZ)
 - acquire up-to-date knowledge of Government ([Australian Government Department of Health, local state and territory health departments](#), and [NZ Ministry of Health](#))
 - acquire up-to-date knowledge of regulator (WorkSafe/SafeWork) health and safety guidance material [on COVID-19: Advice for PCBUs](#)
 - acquire up-to-date knowledge of World Health Organisation guidance material on [COVID-19 Information for employers](#)
2. Understand operations that may place workers and others at risk from COVID-19
 - consultation with workers to identify core activities that potentially expose workers and others to risks from COVID-19
 - consultation with other duty holders we share a duty with to identify core activities that potentially expose workers and others to risks from COVID-19
3. Ensure appropriate resources and processes are used to eliminate or minimise the risks to health and safety
 - establish or review and maintain safe methods of work
 - engage personnel with appropriate skills
 - contingency planning to manage staff absences
 - give safety personnel (where applicable) access to decision makers for urgent issues relating to COVID-19
4. Implement processes for receiving and responding to information about COVID-19 incidents, hazards and risks
 - ensure efficient, timely reporting systems
 - there is a response process for workers who become unwell or think they may have symptoms of COVID-19
 - If a worker is confirmed to have COVID-19, there is a process to inform co-workers about possible exposure whilst maintaining confidentiality

5. Establish and maintain compliance procedures by testing policies, procedures and practices to verify compliance with our organisations COVID-19 WHS Risk Management Plan
 - test policies, procedures and practices relating to managing the risk from COVID-19 to verify compliance with COVID-19 risk management planning

Consultation

Consultation is a legal requirement under health and safety law and is an essential part of managing health and safety risks. CK Recruitment will consult with workers on COVID-19, as it has the potential to affect their health and safety while at work.

Consultation is required when identifying hazards, assessing risks and deciding on measures to control those risks. In deciding on the risks associated with COVID-19 in the workplace and how to control the risks, CK Recruitment will consult our workers who will or may be affected by this decision. Consultation can occur via our team meetings, one-to-one meetings, email, intranet, or other communication methods.

Consultation is a two-way process between CK Recruitment and the workers and should involve:

- **talking** to each other about health and safety matters
- **listening** to workers concerns and raise your concerns
- **seeking** and share views and information, and
- **considering** what workers say before the business makes decisions

CK Recruitment, in accordance with health and legislation, requires that consultation involves:

- relevant COVID-19 and risks to health and safety information is shared with workers
- workers are given a reasonable opportunity to express their views and to raise health or safety issues
- workers are given a reasonable opportunity to contribute to the decision-making process relating to COVID-19
- the views of workers are taken into account,
- workers are advised of the outcome of any consultation in a timely manner.

Consult, Co-operate, Co-ordinate

Where we share responsibility for health and safety with another person (e.g. Host Organisation), the requirement to consult, co-operate and co-ordinate activities with them will help address any gaps in managing health and safety risks associated with COVID-19.

We will identify other persons we share a duty with and ensure we consult, co-ordinate and co-operate with them on the matter of COVID-19. The outcome of consultation, co-operation and co-ordination of activities with other duty holders is:

- an understanding of how the activities may impact on health and safety; and

- that the actions we each take to control risks are complementary

Ensure a safe workplace

We have a duty of care to ensure, so far as is reasonably practicable, the provision and maintenance of a working environment that is safe and without risks to health, including the safe access to and exit from the workplace. We will ensure that we have measures in place to fulfill this duty by:

- ensuring the workplace is clean and hygienic
 - surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads
- promote regular and thorough hand-washing by workers, customers and visitors, as washing kills the virus on the hands and prevents the spread of COVID19
 - placing sanitizing hand rub dispensers in prominent places around the workplace. Ensure these dispensers are regularly refilled
 - display posters promoting hand-washing – we will use only official Government authority posters or posters prepared by the World Health Organisation
 - combine this with other communication measures such as offering guidance from WHS/HR staff, briefings at meetings and information on the intranet to promote hand-washing
 - make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water
- promote good respiratory hygiene in the workplace as good respiratory hygiene prevents the spread of COVID-19
 - display posters promoting respiratory hygiene. Combine this with other communication measures such as offering guidance from WHS/HR staff, briefing at meetings and information on the intranet etc
 - ensure that face masks (ordinary surgical face masks rather than N95 face masks) and / or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them

Provision of adequate facilities

We have a duty of care to ensure, so far as is reasonably practicable the provision of adequate facilities for the welfare of workers at work. We will ensure that we have measures in place to fulfil this duty by:

- providing access to washbasins, soap and water, and paper towelling
- providing access to 'closed lid bins' for hygienically disposing of soiled items

- maintain a supply of surgical masks to offer anyone who develops respiratory symptoms while at work
- maintain a supply of cleaning products
- identifying a room or area where someone who is feeling unwell or has symptoms can be safely isolated
- have a plan for how an unwell person can be safely transferred from the workplace to a health facility and agree the plan in advance with our partner healthcare provider
- ensure that your hand washing facilities are cleaned on a regular basis, properly stocked and in good working order
- encourage workers to routinely clean and disinfect surfaces with which they (or others) have come in contact. This is relevant to workplaces that have 'hot-desks' or operate under Activity Based Working (ABW) systems. Implement methods of routine cleaning and disinfection following the recommended standards and guidelines for COVID-19
- ensure first aiders maintain current training and have been provided information on COVID-19

Review workplace policies and procedures

We will ensure our workplace policies and procedures are reviewed to ensure they adequately address the risks associated with COVID-19 in the workplace. This will include but not limited to the following processes:

- Infection control
- Travel
- Events and meetings
- Fitness for work
- Consultation
- Working from home
- Code of conduct
- Bullying, harassment, discrimination and violence
- Mental health
- Induction and training
- On-hire risk management
- Incident management
- Emergency and contingency plan

Provision of Information, instruction, and training

It is a legal requirement under health and safety law to provide workers with any information, instruction, and training necessary to ensure their health and safety at work. Information, instruction and training will ensure our workers know about issues that will affect their health and safety, such as COVID-19.

We will ensure provision of information, instruction and training, specifically we:

- will ensure workers are aware of the isolation/quarantine periods in accordance with advice from the Australian Government Department of Health and Ministry of Health NZ. This includes when staff should not attend work
- provide clear advice to workers about actions they should take if they become unwell or think they may have the symptoms of coronavirus, in accordance with advice from the Australian Government Department of Health and state or territory health department and Ministry of Health NZ
- provide regular updates to workers about the situation and any changes to organisational policies or procedures
- provide workers with information and links to relevant services should they require support
- promote regular and thorough hand-washing by workers and customers
- promote good respiratory hygiene in the workplace
- advise workers to consult national travel advice before going on business trips
- brief workers and customers that if COVID-19 starts spreading in the community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home. They should also stay home (or work from home) if they have had to take simple medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection
- review induction and onboarding information to incorporate policies, procedures and practices relating to managing the risks from COVID-19

Emergency Plan

Our organisation must ensure that an emergency plan is prepared for the workplace, including for workers who may work at multiple workplaces. We will review our emergency response plan to ensure COVID-19 is included as a type of emergency. The following information will be included in the emergency plan - COVID-19:

- lists of nearest medical centres and hospitals along with travel routes and ways to transport personnel.
- contingency plan to manage staff absences

- list of major hospitals in the various states and territories that have 'Screening Clinics' where personnel who have symptoms compatible with COVID-19 may present (call prior to presenting at the hospital)
- update staff contact list including next of kin details
- identify a room (e.g. first aid room or similar) where we can isolate an infected worker if needed until we are able to transport them to a medical facility
- workplace closure contingency plan
- working from home drill

External Processes

Events & Meetings

There is a risk that people attending an event or meeting might be unwittingly bringing the COVID-19 virus to that event or meeting.

Meetings

For meetings scheduled at our premises, it is the responsibility of the person organising the meeting with someone outside our organisation to make contact with the person prior to the meeting to determine whether the person is unwell and/or if they meet the isolation guidance Australian Government Department of Health [coronavirus disease COVID-19 Isolation guidance](#), NZ Ministry of Health [COVID-19 \(novel coronavirus\) - Self-isolation](#).

If the person attending the meeting indicates they either feel unwell and/or they meet the isolation guidance, then the person organising the meeting must instruct the attendee that they will not be permitted to attend the meeting and the meeting will need to occur via telephone or video conference.

Events

Before our workers attend an event we must remind workers:

- not to attend if they are feeling unwell
- apply the [basic protective measures against coronavirus](#)

Before any worker attends an event, their manager must check the advice from the authorities where the worker plans to attend the event and ensure it is safe to attend.

If we plan to hold a conference or event we will need to develop a COVID-19 response plan.

The response plan should include the following:

- ensure we provide an adequate number of hand washing facilities and that they are being cleaned on a regular basis
- encourage regular hand-washing or use of an alcohol rub by all participants at the meeting or event
- provide alcohol-based hand sanitizer and tissues at the entrance to the event

- encourage participants to cover their face with the bend of their elbow or a tissue if they cough or sneeze. Supply tissues and closed bins to dispose of them in
- as part of the initial material provided about the event, consider including a health section where we would inform participants in advance that if they have any symptoms or feel unwell, they should not attend
- make sure all organisers, participants, caterers and visitors at the event provide contact details: mobile telephone number, email address; where they are staying etc. this is so if someone becomes ill with a suspected infectious disease their details can be shared with local public health authorities
- Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated.
- have a plan for how they can be safely transferred from there to a health facility.
- know what to do if a meeting participant, staff member or service provider tests positive for COVID-19 during or just after the meeting.
- If there is space, arrange seats so that participants are at least one meter apart.
- open windows and doors whenever possible to make sure the venue is well ventilated.

Travel

As of Sunday 15 March, any person entering Australia must be isolated for 14 days or strict penalties apply.

Prior to any business travel, we will ensure workers are provided with authorisation by their manager. The manager of the person travelling is responsible for determining if it is safe for the worker to travel based on:

- latest guidance and recommendations for the location to which the worker will travel
 - [Smartraveller](#) (AUS)
 - [SafeTravel](#) (NZ)
- travel advice will be updated on a daily basis so it is important that we allocate the responsibility to a person/team to check official Government authority websites daily and update and advise the worker.
- confirm the country transmission risk assessment*
- instruct the worker that they must check themselves for symptoms of [acute respiratory illness](#) before starting to travel and notify their manager and stay home if they are unwell

An authorisation checklist with the above checks must be recorded and maintained by the manager of the person travelling.

***Country transmission risk assessment**

The current information regarding countries of travel is listed below however it is important that this is updated regularly:

- **Higher risk:** Mainland China (excludes Hong Kong, Macau and Taiwan), Iran, Italy, South Korea
- **Moderate risk:** Cambodia, Japan, Hong Kong, Indonesia, Singapore, Thailand

This list is based on the risk of the person having been exposed to COVID-19 due to travel to a country with sustained community transmission and other epidemiological evidence. Clinical and public health judgement should be applied.

If we need to send workers overseas to areas where COVID-19 is spreading then we will seriously consider the need to travel. If travelling is a necessity then we will ensure that we do not send employees who may be at higher risk of serious illness (e.g. older employees and those with medical conditions such as diabetes, heart and lung disease).

We will ensure all persons travelling to locations reporting COVID-19 are briefed by a qualified professional (e.g. staff health services, health care provider or local public health partner).

We will issue employees who are about to travel with small bottles (under 100 CL) of alcohol-based hand rub. This can facilitate regular hand-washing.

Resources

Find the latest information:

Work Health & Safety Regulators

- **Australia**
Safe Work Australia provides further information and resources from WHS regulators. This information can be accessed via links on the [Safe Work Australia Coronavirus \(COVID-19\): Advice for PCBU's](#) webpage.
- **New Zealand**
WorkSafe NZ provides further information and resources on [Workplace preparedness for novel coronavirus \(COVID-19\)](#).

World Health Organisation

- [World Health Organisation Situation reports](#)
- [Coronavirus disease \(COVID-19\) outbreak](#)
- [Online training videos COVID-19](#)

Official Government Websites (Australia and NZ)

- [Australian Government Department of Health](#)
- [Local state and territory health departments](#)
- [NZ Ministry of Health](#)

Health Advice & Support

- **Australia**
 - **Coronavirus Health Information Line** - you can call this line if you are seeking information on novel coronavirus. The line operates 24 hours a day, 7 days a week. *Phone: 1800 020 080*
 - **Healthdirect hotline** - you can call this number to speak to a registered nurse about your health concerns. The hotline is open 24 hours a day, 7 days a week. *Phone 1800 022 222*. Website: <https://www.healthdirect.gov.au>
 - World Health Organisation - [Coping with stress during the 2019-nCoV outbreak](#)
- **New Zealand**
 - **Healthline** - for COVID-19 health advice and information, contact the Healthline team (for free) on **0800 358 5453** or **+64 9 358 5453** for international SIMS.
 - **Ministry of Health NZ** - [COVID-19 – Managing your mental wellbeing](#)
 - **World Health Organisation** - [Coping with stress during the 2019-nCoV outbreak](#)

Protect Yourself Posters

- **Australia Government Department of Health**
 - [Coronavirus \(COVID-19\): Know the signs poster](#)
 - [Coronavirus \(COVID-19\): Stop the spread poster](#)
- **NZ Ministry of Health**
 - [Protect yourself and others against COVID-19](#)
- **World Health Organisation**
 - [Wash your hands](#)
 - [Protect yourself and others from getting sick - wash your hands](#)
 - [Protect yourself and others from getting sick - coughing and sneezing](#)
 - [Protect others from getting sick - avoid close contact](#)
 - [Coping with stress during 2019-nCoV outbreak](#)

- end -