Covid 19 Response Procedure

Preamble: In response to the identified risks to Lotus Filters operations, customers and staff, this procedure outlines steps required to ensure that the company responds to customer requirements, and we minimize the risk of exposure to all stakeholders (including our staff, customers, those people in the care of our customers, and members of the public).

	Steps	Explanatory notes
1	Lotus Filters has a Business Continuity Plan & Risk Register which have been reviewed considering the Covid19 virus.	These two documents provide background to management of major business interruptions or events; however, this procedure has been developed specifically to address the unprecedented nature of Covid19. Our Business Continuity plans have been implemented and are supported by cloud-based systems enabling staff to work remotely.
2	Management & Board oversight	The Managing Director shall chair a regular review of developments with the management team to ensure the response from Lotus Filters is appropriate to the evolving nature of the situation and all stakeholders needs are considered and communication to them all is maintained. The Board are meeting on a regular basis to monitor developments, response plans and support required.
Employees		
3	Lotus Filters undertakes to provide education, training, equipment and other resources to ensure that staff are fully aware of the threat posed by the Covid 19 virus.	This could include: • Training • Toolbox talks. • Email updates • SMS alerts • Job checklists
4	Lotus Filters employees must inform their managers if there is a possibility that they have been exposed to persons who could be carrying the virus. All employees have been requested to complete a disclosure statement.	Examples of circumstances covered include: • Recent travel to/from areas that have been identified by national or international authorities as "high risk" (within 14 days) • Recent visits from people from such identified "high risk" areas • Recent contact with persons who have contracted the Covid 19 virus, or who have been in a high-risk situation.
5	Lotus Filters employees must maintain a high level of personal hygiene.	Staff must wash their hands carefully, with soap, for at least 30 seconds, and dry hands on fresh paper towel. After washing their hands, they must refrain from touching their faces, including eyes. This paper towel must be promptly placed in a rubbish receptacle. If a Lotus Filters employee coughs or sneezes, he/she should not cover his mouth and nose with a hand. Rather, he/she should use personal tissues, and dispose of them immediately by placing into a secure rubbish container. Alternately, he/she could cough into the crook of his/her elbow. After using a toilet, employees should wash their hands with soap and water, and dry them on paper towel. Each Lotus Filter employee who enters a customer site will take his/her body temperature, using an LCD Digital Infrared non-touch thermometer. Employees will be instructed not to enter the premises if the temperature is at or above the government Health Department level of 38 degrees Celsius, indicating a fever. The temperature that is measured will be reported to the employee's supervisor, and recorded on the employee's simPRO file.

		Employees should use hand sanitizer and use this at frequent intervals – certainly before and after eating, after using the lavatory, and after touching any other person, or surface that could be contaminated. This should include after driving a vehicle, immediately before entering a customer's premises to perform work, using telephones, or touching computer equipment and keyboards
		Employees must maintain space (ideally a minimum of 1.5 metres) between themselves and other persons, and must avoid direct contact, such as shaking hands, or passing potentially contaminated items from person-to-person.
		Employees may also be required to wear PPE to minimize the risk of transmitting disease. Such PPE may include gloves, P2 breathing masks, coveralls.
6	Any employee with the Covid 19 virus must not attend work without express medical clearance and must strictly follow all medical advice in terms of isolation, treatment, hygiene habits and use of medical equipment. Any employee who has contracted the Covid 19 virus must immediately report this to his/her manager and must inform the manager of any contact he/she has had with other Lotus Filters employees.	In the event of contact with other Lotus Filters staff, the manager may require any such staff to stay away from work, and/or also undergo medical testing.
Customers		
7	Lotus Filters employees must never enter customers' premises if they have a communicable disease. Whilst this requirement is important in all customer premises, it is a matter of critical importance in premises that may accommodate vulnerable people.	It is noted that Lotus Filters is accredited by HACCP, and this requirement is set out in HACCP rules. Our employees have all been trained in this regard. Examples of customer premises that accommodate vulnerable people include aged care facilities, hospitals and other medical premises, schools, and childcare businesses.
8	Lotus Filters commits to working with customers to mitigate the chance of transmission of the virus. Lotus Filters employees who attend customer sites must comply with any instructions and guidelines issued by the customer	Customers may have obtained medical and legal advice from qualified people, and – as *controllers of the premises* – are entitled to set rules that apply to all visitors. Visitors are obliged to comply with such instructions.
9	If a customer issues documents outlining requirements to be followed at sites, these documents must be issued to employees who are rostered to attend those sites.	Such documents must be stored as "attachments" on the simPRO Job card.

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