**Novel Coronavirus (COVID-19)**

Greenlife Industry   
Business Contingency Plan

MARCH 2020

Company Name

Contingency plans require regular review and amendments wherever changes occur that will significantly affect the ability of the site to respond in an emergency.

When warranted, revisions are made to the plan within 24 hours

# Table of Contents

[Table of Contents 2](#_Toc36536593)

[General Company Information 3](#_Toc36536594)

[Purpose and scope of Plan 4](#_Toc36536595)

[Overview of company operations 4](#_Toc36536596)

[Emergency Response Coordinator 4](#_Toc36536597)

[What is a coronavirus and COVID-19? 5](#_Toc36536598)

[How is this coronavirus spread? 5](#_Toc36536599)

[Staff Well-being 5](#_Toc36536600)

[Infection Prevention and Control 6](#_Toc36536601)

[Emergency management - what to do if you identify a person with infection or someone “presents” with symptoms 7](#_Toc36536602)

[Implementing and managing your business when in lockdown 7](#_Toc36536603)

[Industrial Relations 8](#_Toc36536604)

[Managing your client and suppliers’ expectations 8](#_Toc36536605)

[Return to normal business trading 9](#_Toc36536606)

[Appendix A – List of Emergency Response Team Members 10](#_Toc36536607)

[Designation of Roles 10](#_Toc36536608)

[Appendix B - List and Location of Emergency Equipment / Supplies 12](#_Toc36536609)

[Appendix C - Contingency Planning example 13](#_Toc36536610)

[Table of Risks for COVID-19 in Nurseries 15](#_Toc36536611)

# General Company Information

Company Name

Company Address

Company Owner

Company Owner Telephone Number

Company Mailing Address

Company Telephone Number

Emergency Contact Number

Emergency Contact Number

Contingency Plan Developed by

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Telephone Number

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# Purpose and scope of Plan

*Explain your reason for putting this plan in place. For example:*

The purpose of this plan is to inform all staff of [the company] decisions and measures implemented in order to minimise risk associated with the COVID-19 outbreak.

The scope of the plan includes:

* the process and procedures [the company] puts in place to avert infection of the COVID-19 virus;
* the procedures that need to be undertaken to minimise the risk of infection and effective containment of the virus on site; and
* details the responsibilities of management and staff in the unlikely event of contamination.

# Overview of company operations

Briefly describe what operations occur at your site, then list the processes you have in place in the event of a site shut down.

# Emergency Response Coordinator

*We recommend that at all times, there must be at least one designated employee either on the site premises or on-call to respond to an emergency by coordinating all emergency response measures. The duties and responsibilities for an emergency response are covered in* in ***Infection Prevention and Control on page 6*** *of this plan.*

You should specifically outline the authority of the emergency Response Coordinator (or alternate) to commit resources needed to respond to emergencies at the site and to direct other trained employees to assist in the implementation of this contingency plan

A list of emergency response coordinator(s), first aid team members is included in **Appendix A.**

A list of the available emergency equipment, its location and capabilities are included in **Appendix B**.

# What is a coronavirus and COVID-19?

*Provide an overview of the virus to ensure management and staff understand its impacts. For example:*

*Coronaviruses are a large family of viruses known to cause respiratory infections. These can range from the common cold to more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This new coronavirus originated in Hubei Province, China and the disease is named COVID-19.*

# How is this coronavirus spread?

Coronavirus is most likely to spread from person-to-person through:

* Direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared.
* Close contact with a person with a confirmed infection who coughs or sneezes.
* Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

# Staff Well-being

*Examples of things to consider are:*

* Know the signs of coronavirus and be vigilant – [Greenlife Industry Fact Sheet COVID-19](https://www.greenlifeindustry.com.au/www.greenlifeindustry.com.au/Folder?Action=View%20File&Folder_id=207&File=GIA_covid-19_Poster_A4_March_2020.pdf)
* Watch for symptoms of:
  + Runny nose
  + Sore throat
  + Cough
  + Fever
  + Difficulty breathing (severe cases)
* Ensure staff understand what good hygiene practices are i.e.: handwashing after touching surfaces, coughing into your elbow or tissue and why we are using these measures
* Ensure your employees understand that excellent personal hygiene protects your family and friends as well as yourself
* Share Greenlife Industry Australia regular COVID-19 updates in your workplace, in visible high trafficked areas
* Consider the anxiety levels of staff – increased media coverage of COVID-19 can heighten anxiety levels in staff of any members of staff have concerns Lifeline 13 11 14 can help with coping measures for Coronavirus and are available 24 hours a day, 7 days a week
* Consider and implement different / alternative working models i.e.: work from home, staggered shifts, cross training of roles and other back up mechanisms your business may require
* Discuss with staff the plan of action if there is an outbreak that affects your workplace
* Have a communication process in place to advise of any changes to work habits i.e.: SMS, phone call chain (CEO to Senior mgr. to staff member) etc
* Establish a means of rearranging face to face meetings to a telephone conference or video link

# Infection Prevention and Control

*Examples of things to consider are:*

* Wash your hands after touching surfaces that others have touched frequently with soap and water for a minimum of 20 seconds (sing Happy Birthday for appropriate length)
* This should be done before and after eating; after going to the toilet and after smoking; and before and after stock handling, handling equipment and touching surfaces
* Cough into the bend of your elbow or cover your cough and sneeze using a tissue and dispose of tissue immediately; then wash your hands.
* use alcohol-based hand sanitiser
* avoid touching faces particularly eyes, noses and mouths
* avoid traditional greetings including handshaking, kissing and hugging
* keep the social distance practices of standing 1.5 metres away from people maintaining enough distance between yourself and another person to reduce the risk of breathing in droplets that are produced when an infected person speaks, coughs or sneezes
* One person per 4 square metres is the last advice given from the Federal Government
* If unwell, avoid contact with others
* Be aware of travel and employment history of your staff, particularly for the last three months
* Instruct employees to advise you if they develop symptoms during the isolation period, particularly if they have been in the workplace.
* Unwell employees should be advised to stay away from the workplace until recovered
* Employees should be advised if they do have symptoms, they need to self-isolate for 14 days, contact a medical practitioner and not return to the workplace until the public health authorities have advised it is safe to return to work
* Limit access to the workplace by other people, unless necessary
* Require all people entering your site to use hand sanitiser
* Biosecurity – secure your business against the risk of infection

# Emergency management - what to do if you identify a person with infection or someone “presents” with symptoms

*Examples of things to consider are:*

* Identify the source and quarantine all employees (whole team) that have been near the source
* Immediately disinfect all equipment the entire team were using including any shared facilities such as lunchrooms & toilets, all door handles and common surfaces
* Click on the link for [The Department of Health Guide for Cleaning and Disinfection](https://www1.health.gov.au/internet/publications/publishing.nsf/Content/cda-cdna-norovirus.htm-l~cda-cdna-norovirus.htm-l-app4) page outlining the general guides for cleaning and disinfecting for the coronavirus
* **Sufficient time required to kill the virus – at least 10 minutes contact time**
* Obtain as many details about the original source person as possible to provide to health authorities with traceability details including living arrangements, travel, shopping, networks and community involvement
* Inform the Health Department on the National Coronavirus Help Line on **1800 020 080** available 24 hours a day, seven days a week
* Inform Greenlife Industry Australia via 1300 780 643 or email [peter.vaughan@greenlifeindustry.com.au](mailto:peter.vaughan@greenlifeindustry.com.au) to advise of any support you immediately require
* If you company is infected, self – isolation of all staff members is required for a period of 14 days.

# Implementing and managing your business when in lockdown

*Examples of things to consider are:*

* A preventative lockdown is an emergency protocol to mitigate risk of further spread of COVID -19 and will be issued by the Prime Minister if required
* The current advice from the Prime Minister is to keep a 1.5 metre distance from other people and 1 person per 4 square metres (i.e.: if you have a room of 100 square metres then only 25 people can be in this room)
* Implement alternative working models by reducing numbers of staff on site, rotating and staggering shifts and where possible, implement a staff no contact policy so there are no staff in contact with one another at any one time
* Review all schedules, work in progress and revise critical dates (production, delivery)
* Implement staff where appropriate to facilitate all processes in staggered shifts
* Make sure all staff wear the appropriate PPE (Personal Protective Equipment) both for working onsite and in view of the COVID-19 virus

# Industrial Relations

Continuity of business is a significant issue for employers and their employees during this unprecedented and difficult time. When a crisis as this occurs, there are many concerns surrounding business continuity and keeping staff employed.

FairWork Australia encourage employees and employers to work together to find the most beneficial and workable solutions that suit their individual workplaces and circumstances such as:

* Arranging flexible work
* Using paid leave
* Using unpaid leave
* Standing down employees
* Ending employment

The Australian Government have provided various options to help business and employment continuity through this time as referenced in the [stimulus communications](https://www.greenlifeindustry.com.au) sent to all members.

Businesses and people affected by the coronavirus outbreak may also be eligible for government financial support.

More information can be found at [FairWork Australia Coronavirus](https://coronavirus.fairwork.gov.au/)

If you have an urgent enquiry about your workplace obligations or entitlements, you can call the FairWork Coronavirus [hotline](https://coronavirus.fairwork.gov.au/coronavirus-and-australian-workplace-laws/contact-information) on 13 13 94

# Managing your client and suppliers’ expectations

*Examples of things to consider are:*

* Communicating the potential impact of the COVID-19 on your business will help in managing client’s expectations and ongoing risks
* Have in place standard messages that can be activated on Social media and your website including contact numbers and hours of operation
* Advise clients of the impact COVID-19 is having on your business and the contingency plan put in place in circumvent disruptions to business
* Communicate with your clients / supplier’s changes that have occurred in the workplace and update trading times and hours of operation including when key staff will be available
* Outline critical dates and advise clients of possible delays where necessary if there are to be changes
* Communicate with the client on a regular basis and provide a contactable mobile number
* Manage your web site and social media pages in order to keep your clients / suppliers up to date on the latest information

# Return to normal business trading

*Examples of things to consider are:*

* Notify your staff of the ability to return to work
* Remind staff not to attend work if still in isolation due to the COVID-19 illness
* Notify all clients and suppliers of your return to normal trading
* Re-evaluate and re-write your contingency plan (What worked, what didn’t, what was missed)

# Appendix A – List of Emergency Response Team Members

Note: Contact in order listed

Primary Emergency Response Coordinator

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Alternate Emergency Response Coordinator 1

Alternate Emergency Response Coordinator 2

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Alternate Emergency Response Coordinator 3

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Alternate Emergency Response Coordinator 4

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# Designation of Roles

Business Management

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Business Management Alternate

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Site Manager

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Site Manager Alternate

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Production Manager

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Production Manager Alternate

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Dispatch Manager

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Dispatch Manager Alternate

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Payroll Manager

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Payroll Manager Alternate

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First Aid Team Member

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First Aid Team Member

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First Aid Team Member

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# Appendix B - List and Location of Emergency Equipment / Supplies

When cross training team functions, all staff need to be trained on the emergency procedures for each piece of equipment, where it is found and its use.

This list needs to be an up to date list of all emergency response equipment within the company.

All equipment is tested and maintained as necessary to assure its proper operation in time of emergency.

|  |  |  |  |
| --- | --- | --- | --- |
| Equipment | Location | Description | Location of Process and procedures |
| Internal communications |  |  |  |
| Alarm System |  |  |  |
| First Aid Kits |  |  |  |
| Disinfectant and sterilising equipment |  |  |  |
| PPE (Personal Protection Equipment) masks, gloves etc |  |  |  |
| Specialised Control Equipment (i.e.: Chemical spill kits, Fire Hoses etc) |  |  |  |
| Specialised Control Equipment  (i.e.: chemical spill kits) |  |  |  |
| Specialised Control Equipment  (i.e.: chemical spill kits) |  |  |  |
| Specialised Control Equipment  (i.e.: chemical spill kits) |  |  |  |
| Specialised Control Equipment  (i.e.: chemical spill kits) |  |  |  |
| Any other equipment that required notification and / or training |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Appendix C - Contingency Planning example | | | | | | |
|  |  |  |  | |  | |
| Trigger | Response | Who to inform? | Key Responsibilities | | Timeline | |
| Who | What | What | When |
| One team member feels unwell, has a sore throat, cold and flu symptoms | Send team member home and advise to self-isolate until the team member is well enough to return to work | Department head or Company owner | Head of Department or Company owner | Oversee situation according to preventative measures in **Infection Prevention and Control on page 6** | Alert head of department | As soon as team member feels unwell |
|  |  |  | Team Manager | Maintain contact with team, advise of any changes regularly  Enact cross team functions to ensure all roles are covered  Check on team members that extra workload is not too onerous | Team Manager assess and redistribute workloads according to company priorities | As soon as possible |
|  |  |  | Team Members | Adapt work schedules and implement cross team functions to ensure all tasks are completed |  |  |
| Team member is infected with COVID-19 | Team member is isolated and sent home to self-isolate for 14 days  Isolate entire team from other staff members  All team members need to be sent home for self-isolation for a period of 14 days | Department head or Company owner  Dept of Health National Coronavirus Hotline  **1800 020 080** | Department head or Company owner | Immediately disinfect all equipment the entire team were using including any shared facilities such as lunchrooms & toilets, all door handles and common surfaces  [The Department of Health Guide for Cleaning and Disinfection](https://www1.health.gov.au/internet/publications/publishing.nsf/Content/cda-cdna-norovirus.htm-l~cda-cdna-norovirus.htm-l-app4) | Team manager and team members are to be informed of the situation and take necessary actions | Immediately |

Table of Risks for COVID-19 in Nurseries  
(originally published by NZPPI <https://nzppi.co.nz/documents/CV19-L4-Safe-Nursery-Operations.pdf>)

|  |  |  |
| --- | --- | --- |
| **TASK** | **WHAT CAN HAPPEN** | **MEASURES** |
| Plant health, irrigation and crop maintenance | Close proximity of workers Sharing equipment Contaminated surfaces | * 2-metre distance between workers * Use gloves when handling equipment * Disinfect shared equipment * Disinfect touch surfaces |
| **EQUIPMENT** |  |  |
| Secateurs, knives, saws, etc. | Shared equipment may transfer the virus | * Clean equipment to enable it to be sanitised * Assign equipment to individuals, without sharing. * Sanitise equipment before and after use * Store or hang equipment in open areas with good airflow and high light conditions. |
| Vehicles, machinery and equipment | Shared vehicles etc increase cross contamination. High touch surfaces in vehicles, like handlebars, brakes, levers and steering wheels may be a way of spreading the virus. | * Wash hands when entering and exiting vehicles and handling machinery and equipment * Spray high touch surfaces with alcohol-based sanitiser before, during (hourly) and after use. |
| Phones, radio telephones (RT), tablets & devices, etc | Shared electronic equipment may transfer the virus. | * Avoid sharing phones * Sanitise RT equipment, tablets devices etc, regularly and before and after use |
| **INFRASTRUCTURE** |  |  |
| Lunchrooms | Crowded lunchrooms don’t enable distancing and increase the risk of unintentional contact and touching. | * Stagger breaks and lunchtimes * Set up alternative lunch areas in sheds or open areas |
|  | Contaminated benches, food surfaces and tables. | * Implement food hygiene practices, cleaning and sanitising food surfaces * Manage shared utensils, cups, plates, etc. |
| Greenhouses, sheds, benches, trolleys | Work surfaces  Hard surfaces  The COVID-19 virus can remain on metal surfaces for up to 36 hours. | * Identify shared surfaces, and high touch surfaces. Ensure that these are sanitised between uses. |