

WALLACE BISHOP

EST. 1917



Wallace Bishop Group COVID-19 Safe Plan

The Wallace Bishop Group values the health and well being of their associates and customers. This document aims to set guidelines to ensure that we provide a safe workplace. At no time is this document to override advice given by relevant health or government authorities in regard to COVID-19.

The Virus

COVID-19 virus can spread from person to person through;

- Close contact with an infectious person,
- Contact with droplets from an infected person's cough or sneeze,
- Touching objects or surfaces that have cough or sneeze droplets from an infected person, and then touching your mouth or face.

Symptoms of COVID-19 that have been identified of COVID-19 cases include;

- Fever
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Fatigue.

Other symptoms such as headaches, loss of smell, loss of taste, nausea or vomiting, muscle pain, joint pain, diarrhoea or a loss of appetite may also be present.

Wellbeing of associates and customers

Associates are asked to stay home from work, and customers requested to not enter our stores, if they;

- Are COVID-19 positive or display any of the symptoms of COVID-19, in such cases they are encouraged to seek medical advice.
- Have travelled overseas in the past 14 days
- Have travelled to a COVID-19 hotspot in the last 14 days
- Have been in close contact with a confirmed case of COVID-19.

If an associate does stay at home they are entitled to any available personal leave. If they do not have sufficient personal leave, they are entitled to choose to use any available annual leave or unpaid leave.

If an associate becomes ill with respiratory symptoms at work they should be isolated in a room or in an area away from others before being sent home to access medical treatment.

If an employee is confirmed to have COVID-19 co-workers are to be advised about possible exposure but confidentiality is to be maintained at all times.

Customers are asked to use our e-commerce site rather than enter our stores if they are displaying symptoms of COVID-19. Appropriate signage will be displayed in all our workplaces to notify customers.

If an associate observes a customer with COVID-19 symptoms they are requested to politely and professionally ask the customer to leave our store or refuse them entry. All surfaces that a symptomatic customer has touched should be immediately wiped down with appropriate cleaning products.

Associates and customers are encouraged to regularly use hand and respiratory hygiene and to clean the workplace using appropriate cleaning and disinfectant products.

Associates are encouraged to consult with their managers if at any time they are feeling concerned or anxious in regard to their working environment and the risks associated with COVID-19. If their manager is not available they are encouraged to contact the Wallace Bishop Group COVID-19 point of contact, Rob Hansford.

The Wallace Bishop Group have arranged the availability of an Employee Assistance Program. This can be accessed via phone on 1300 364 273.

Physical Distancing

The current advice is that everyone must keep at least 1.5 meters from others where possible. In addition to this 1.5 meter distance, there must be four square meters of space per person where possible. Smaller places of work below 200 square meters can have one person per 2 square meters, up to a maximum of 50 persons at a time. These guidelines may change and vary by state. It is up to associates to be aware of the current Health Department direction in regards to physical distancing.

The following should be considered to assist with physical distancing;

- Signage to be placed around workplaces to remind associates and customers of the need to physical distance,
- Do not handle customers re-useable bags,
- Allow for additional time to complete tasks if it results in less associates needing to be involved,

Personal and Hand Hygiene

Associate are encouraged to practice good hygiene by frequently washing their hands. If hand washing is not practical hand sanitiser is recommended and will be a readily available in all workplaces.

Hand washing facilities are to be adequately stocked and in good working order.

Associates are to cover their coughs and sneezes with an elbow or a tissue, dispose of the tissue immediately and wash their hands and avoid touching their face.

Cleaning/Sanitising

A daily cleaning routine is to be implemented in all workplaces which targets those frequently touched surfaces and spaces which are most likely to result in the transmission of communicable diseases. The cleaning process should commence in the cleanest areas and finish in the dirtier areas to prevent cross-infection. Physically clean surfaces with detergent and water, followed by rinsing and drying. A clean cloth should be used at all times.

Single use or reusable gloves should be used during cleaning. If using reusable gloves these should be washed off using running water and detergent after use and hung to dry. Hands should be washed after cleaning has been completed and gloves have been removed.

Detergent and water are adequate for routine cleaning. Disinfectants are usually only required when a surface has been contaminated with potentially infectious material.

All workplaces will be provided with cleaning kits which include disinfectant wipes or sprays, disposable gloves, paper towels, masks and hand sanitiser and other cleaning products.

Frequently touched surfaces should be routinely cleaned during the day. Such surfaces include

- Point of sale terminals
- Pin pads
- Telephones
- Counter tops
- Door and draw handles
- Light and other power switches
- Shared tools such as scanners etc
- Refrigerators, microwaves and other frequently touched objects and surfaces in associate break rooms
- Any other identified high-touch surfaces.

Wear personal protective equipment (PPE) when cleaning and disinfecting an area after suspected or confirmed COVID-19 infection. This includes;

- Disposable gloves
- Disposable apron or another protective garment
- Protective eyewear to protect your eyes from the cleaning chemicals, and
- Surgical face mask.

Alcohol-based sanitiser is to be stored away from high temperatures and electrical equipment due to its highly flammable nature. Ensure alcohol-based sanitiser is store in an air-tight container to ensure the alcohol content does not evaporate eg ensure lids are tightly sealed.

When handling cash in a transaction, associates are to immediately wash or sanitise their hands immediately after the transaction.

Associates are to minimise contact with returned items and immediately wash or sanitise their hands after receiving and handling goods. Clean the returned item with disinfectant where practical.

Associates are to adhere to published procedures to sanitise inventory. When displaying inventory for customers associates are to encourage customers to sanitise their hands prior to touching inventory and associates are to sanitise their hands after showing inventory to customers.