Workplace Health Management Plan Template

Introduction

The food processing industry in NSW is uniquely positioned as one of the premier industries where food safety and hygiene is part of our core business. The food processing industry operates to very stringent standards including HACCP, Good Manufacturing Practice, Food Standards Code, Food Act 2003 and Australian Standards etc, which are verified by national and state Food Safety Authorities.

For example,

- Processing establishments are routinely washed down and sanitised, and undergo a variety of monitoring and verification programs to ensure hygienic operations

- Workers are required to follow strict hygiene and personal health policies and practices and wear suitable personal protective equipment (e.g. masks, hair nets, beard nets, gumboots, aprons, full length protective uniforms, gloves, etc).

This document has been developed to help employers and employees understand how to work safely during a human health event that impacts the workforce, such as COVID-19.

In addition to the existing onsite requirements for each business, we have created this template for New South Wales food processing businesses wishing to assess their plans and control associated risks during a human health event, such as or similar to COVID-19.

> This information is of an advisory nature only, and we recommend employers speak to NSW Health if they have any specific concerns or issues on 1300 066 055.

Business Details:

Company contact details	
Company name:	**ABN:**
Address of NSW site this plan applies to:	
Number of workers at site:	**Date:**
Key contact 1	
Name:	**Position:**
Phone:	**Email:**
Key contact 2	
Name:	**Position:**
Phone:	**Email:**

The company will take all reasonable steps to ensure that a person does not enter the premises of the workplace if they are unwell and/or do not clear the screening steps outlined below (section D).

In order to prevent the spread of illness to other geographical areas, any interstate persons or seasonal workers who present as being unwell while on the premises of the workplace should be isolated in an appropriate area (or a face mask provided and social distancing observed) and medical assistance sought by calling NSW Public Health Unit on 1300 066 055 or NSW Health COVID19 FAQ's (during the COVID-19 event).

The company may be directed by the local Public Health Unit (PHU) to revise and update this plan if new advice and recommendations are made in order to prevent the spread of illness.

A. Communications Plan-always available at the workplace.

Steps	Notes
1. Have a communication plan to inform and maintain information flow between key stakeholders (NSW Health, Safe work NSW Industry bodies), staff, customers, board/shareholders and other stakeholders. a. *Refer to Appendix 1 for sample communications plan and media inquiry's*	• Having a good communication plan will assist in NSW Health's response to the potentially impacted workplace and to ensure all involved are made aware of their roles and responsibilities during this time.
2. Place signage at all entrances of workplace to stop non-essential visitors from entering and direct people to areas they can enter safely during a potential disease event.	• Contact information for site manager or business owner made available for important enquiries and confirmation of entry procedures in place during this time.
3. Place signage at all entrances of workplace to stop any person with symptoms of respiratory illness (fever, cough, sore throat, shortness of breath or other cold/flu-like symptoms in the last 72 hours) from entering and direct people to see their medical practitioner -*Refer appendix 2 Screening questions*	• Aim to stop people, including employees, from entering a workplace to advise they are sick. They can be instructed to a central number to call to advise of the need for sick leave if they have the symptoms.

B. Visitor, Contractor and Staff documentation – completed at the workplace in New South Wales BEFORE and DURING work

Steps	Notes
1. Document and retain records of all workplace staff, visitors and contractors at the workplace with respect to times and respective workplace locations and after-hours contact information. 2. Minimise staff rotations where possible and record staff positions each day/shift for trace back purposes.	• This information will assist New South Wales Health to specifically identify potentially impacted workplace staff via contact-tracing in case of a reported workplace-associated COVID-19 positive individual. This should ideally include a next of kin in case the employee is not contactable.

C. Coming to work and leaving work

Note: Consider who is essential to be on site; for example, office staff should work from home if possible.

Steps	Actions	Completed	In Progress	N/A	Documents and Records
Manage flow of workers into and out of premises	Stagger arrival and departure times at work to reduce crowding into and out of the workplace.	☐	☐	☐	
Encourage workers to avoid public transport and car sharing and use alternate methods of travelling to work.	Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.	☐	☐	☐	
Provide extra transport vehicles to shuttle workers.	Limit passengers in corporate vehicles, work minibuses. This could include leaving seats empty.	☐	☐	☐	
Reducing congestion into and out of the workplace.	Have more entry points to the workplace.	☐	☐	☐	
	Using markings and introducing one-way flow at entry and exit points, staggering start and finish times.	☐	☐	☐	
Hand Hygiene upon entry and exit.	Providing handwashing facilities, or hand sanitiser at entry and exit points.	☐	☐	☐	

D. Health Screening Steps – completed BEFORE entry to the workplace for all visitors, workers and contractors. This must be completed at beginning of EVERY SHIFT AND VISIT to workplace.

Steps	Actions	Completed	In Progress	N/A	Documents and Records
Entry procedures for visitors, contractors and deliveries.	Meet all essential visitors or contractors at the main entry and screen with a health and travel questionnaire -*appendix 2*	☐	☐	☐	
	Take temperature of all persons entering using a contactless method (infrared thermometer)	☐	☐	☐	
	If the visitor does not pass screening, ask them to leave the premise immediately.	☐	☐	☐	
	Wherever possible the delivery driver is to stay in vehicle, if not possible then must stay 1.5m away from all staff.	☐	☐	☐	
Entry procedures for all staff	Screen all staff upon entry to work Take temperature (contactless) Ask questions relating to health (symptoms), travel and contact with others (refer appendix 2 below)	☐	☐	☐	
	If temperature is greater than 38 °C, this is considered a fever, and staff member should be immediately isolated. In 30 minutes, retake temperature, and if it is	☐	☐	☐	

Steps	Actions	Completed	In Progress	N/A	Documents and Records
	still elevated, then staff member fails screening	☐	☐	☐	
	If staff member does not pass screening, ask them to leave the premise immediately, supply facemask if possible, and advise them to get medical assistance. If staff members have been unwell, they must have a medical clearance before returning to work	☐	☐	☐	
Workers are to confirm that they have not returned to Australia from overseas in the last 14 days.	Those who have returned from overseas must self- quarantine for 14 days after entering Australia. Self-quarantine NSW	☐	☐	☐	
Workers are to confirm they have not, in the last 14 days, been in Close contact with someone who has COVID-19 OR similar	Workers must self- quarantine if they have been in close contact with someone who has COVID-19 for 14 days after the last contact with that person.	☐	☐	☐	
Seasonal and contract workers	Worker provides details of their work history and accommodation details for the 14 days' prior to commencing work with the relevant business	☐	☐	☐	

D. Reducing the risk of transmission at the work site and community – in addition to Workplace Health and Safety procedures to maintain health standards

Steps	Actions	Completed	In Progress	N/A	Documents and Records
Communication	Information has been provided to all workers, including cleaning staff where applicable, and essential visitors, including drivers of delivery vehicles, on procedures to prevent the spread of COVID- 19. Appoint a person to handle communication and coordination to ensure staff are kept up to date and included in the process. Regular communication with all workers to provide up to date information for site specific procedures	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	
Informational signage NB. *Efforts should be made to display signage in appropriate language(s) for the workforce*	Directing risk-minimising behavior for employees ❑ Hand-washing procedures ❑ How to use hand sanitiser ❑ Glove usage ❑ Cleaning and Sanitising - example guidance; **NSW Health information for food businesses** ❑ COVID-19 symptoms and **how to stop the spread**	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	

Steps	Actions	Completed	In Progress	N/A	Documents and Records
Personal Protective Equipment (PPE)	For PPE to be effective, it needs to be placed and removed in a specific order.	☐	☐	☐	
	Ensure staff and visitors know how to safely fit, remove and dispose of any PPE, including gloves, eye protection, boots, coveralls and/or facemasks, if used.	☐ ☐	☐ ☐	☐ ☐	
	Ensure all people entering the property are issued with appropriate PPE and they are using it the whole time they are on the property.				
Facility layout	Consider redesigning production/processing line design and/or staffing levels to enable workers to be at least 1.5 metres apart.	☐	☐	☐	
	Alternatively, implement physical barriers (e.g. Perspex) if space is limited.	☐	☐	☐	
	Minimise staff contact/proximity with each other wherever possible.	☐	☐	☐	
	Increase number of hand sanitising/ hand washing stations where possible.	☐	☐	☐	
Work zones	Split the business into discrete zones for activities and limit the number of people	☐	☐	☐	

Steps	Actions	Completed	In Progress	N/A	Documents and Records
	working across more than a single zone				
Social distancing	Instruct workers to practice social distancing. Examples: • Maintain at least 1.5 metres of distance between each other whenever possible (or alternative e.g. use of respiratory PPE or physical barriers) • Avoid personal contact: e.g. shaking hands. • Restrict face to face meetings • Any gathering (e.g. for the purpose of ordering or collecting food or meals), must not exceed one person per 4 square metres.	☐	☐	☐	
Work crew rotation or team size	Consider reducing the size of work/harvest crews in order to comply	☐	☐	☐	
Hand hygiene	Educate workers on effective hand hygiene: Handwashing and other protective behavioral measures such as avoid touching surfaces by hand and refraining from touching the face.	☐	☐	☐	
Respiratory hygiene	Educate workers on effective respiratory hygiene:	☐	☐	☐	

Steps	Actions	Completed	In Progress	N/A	Documents and Records
	• Covering the mouth or nose with a tissue when coughing or sneezing and disposing of the tissue appropriately. If no tissue is available, using the inside of the elbow (or shirt sleeve) to cover the mouth or nose is preferable to using the hands.				
	Always perform hand hygiene after sneezing, coughing and handling dirty tissues or other soiled material	☐	☐	☐	
Meal breaks	Meal breaks and work groups are separated to achieve maximum social distancing.	☐	☐	☐	
	Staggering break times to reduce pressure on breakrooms or communal eating spaces	☐	☐	☐	
	Workers maintain social distancing of a minimum of 1.5 metres from other workers or implement alternative controls.	☐	☐	☐	
	This could be achieved by some/or all the following: • Increasing numbers of	☐	☐	☐	

Steps	Actions	Completed	In Progress	N/A	Documents and Records
	chairs/tables available • Increasing number of lunchrooms/marquee areas available to staff				
	Staggering lunch and other breaks Marking appropriate social distances in break areas including smoking areas.	☐	☐	☐	
	Gathering for the purposes of ordering or collecting food or meals must not exceed one person per 4 square metres	☐	☐	☐	
	Cleaning and sanitising all lunchroom surfaces after each break.	☐	☐	☐	
	Discourage sharing of food and other items e.g. cigarettes and lighters	☐	☐	☐	
Workers who become ill at work	Workers who become ill with respiratory symptoms at work will be isolated from other people immediately and will be supported in accessing medical assistance	☐	☐	☐	
	Facilities available on site for ill person management, including an on-site quarantine-space and process for isolation of ill worker(s), provision of PPE	☐	☐	☐	

Steps	Actions	Completed	In Progress	N/A	Documents and Records
	and disinfection of area after ill worker has left.				
	A clinical decision will be made by the local Public Health Unit as to where the ill person should be managed (if accommodated on-site) with consideration of reducing risk of geographical spread.	☐	☐	☐	
Reducing the risk of transmission in the event of a human health detection	Co-workers will be informed about possible exposure to a confirmed case of COVID-19 (or similar) but confidentiality of the identity of the person will be maintained.	☐	☐	☐	
	Close contacts will be identified and followed up by the local Public Health Unit.	☐	☐	☐	
	Regular communication with all workers to provide up-to-date information for the procedures adopted for the site.	☐	☐	☐	
Cleaning	Allow time and resources for enhanced cleaning measures	☐	☐	☐	
	Increase cleaning and disinfection of high traffic areas	☐	☐	☐	

Steps	Actions	Completed	In Progress	N/A	Documents and Records
	The workplace is routinely cleaned and sanitised.	☐	☐	☐	
	Frequently touched surfaces, such as door handles, light switches, phones, and workstations, are regularly cleaned (the minimum expected standard is daily and/or between shifts) to reduce contamination.	☐	☐	☐	
	Records of cleaning activities e.g. sign off are maintained.	☐	☐	☐	
Documentation	Document and retain records of all workplace staff, visitors and contractors *by date and time* on site at workplace, including: • Full name • Date of birth • Telephone number • Current home address (and other if transient staff). If contractor, company contact details	☐	☐	☐	
	Document and retain records of *locations* of all workplace staff, visitors and contractors, e.g. lists by shift and respective location(s).	☐	☐	☐	

Steps	Actions	Completed	In Progress	N/A	Documents and Records
	Document and retain records of an employee's work history and accommodation details for the 14 days' prior to commencing work with the relevant business.	☐	☐	☐	
	Able to provide physical site plan(s) of premises layout if requested.	☐	☐	☐	
Review safety program (e.g. Food Safety Program)	If at any time there is a substitution or change in your operating system, SOPS, product formulations, packaging, etc., your safety program should be reviewed.	☐	☐	☐	

Appendix 1

Communications and Media Inquiry's

Step	Action
Communication with Health Authorities - in the event there is a suspected or confirmed case of COVID-19 (or similar) at your facility.	New South Wales Government Department of Health **Telephone:** 1300 066 055 **Website:** NSW Health
Communicating between your Board /shareholders and other key stakeholders (NSW DPI, Food Authority, LLS, NSW Health, Safe Work NSW etc)	• Ensure relevant authorities, business owners, and key stakeholders such as peak industry bodies are contacted in the event there is a suspected or confirmed case of COVID-19 (or similar) at your facility
Communication with your staff	• Hold initial briefings with workers on COVID-19 control strategies and regularly update and remind workers on COVID-19 control strategies. • Use the time to raise awareness, build support, enforce and communicate COVID-19 related policies and procedures, including if a worker develops symptoms • Distribute information from authoritative sources to heighten staff awareness of the importance on implementing controls to prevent COVID-19 spread. • Ensure all staff are kept informed of workplace and Government policies • Use translators where needed for those who do not speak or read English proficiently. • Use multiple communications modes i.e. email, posters, verbal • Using visual communications, for example, whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications. • Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience. • Appoint a person to handle communication and coordination to ensure staff are kept up

	to date and included in the process.
Create a checklist for managers and other staff members to follow in case of an emergency or a suspected case of COVID-19(or similar) at your facility.	• Check lists relevant to the site manager/business owner, QA manager, team leaders and stock handlers, should be readily available to assist workers ensure staff health is managed correctly. • Managers must ensure checklist are referred to in the event of an emergency or potential shutdown.
Communication about cases (positive or otherwise) of COVID-19 are sought by media or others	The trigger for any communications to media or others, should be whether the relevant state/territory Health Authority has spoken publicly about the situation. The rationale behind this recommendation is that COVID-19 is a public health issue, and as such any public comment should first be made by the relevant Health Authority. In the event the relevant Health Authority has made public comment about your facility's situation, your facility may receive media inquiries. In this scenario the following is recommended: • Provide all staff with clear guidelines on how to respond to media inquiries and who to direct them to within your organisation. - Refer below for suggested scripts for staff in dealing with media inquiries. • Do not make any comment to media until the following has occurred. • Confirm the relevant Health Authority has made a public statement. • Reach out to your Peak Industry Body to discuss if/how a statement should be made and by who (the facility or other?). • Share statement with staff via internal staff communications, immediately before releasing statement to media. • It's always important to let your staff know what's going on, rather than them hearing from somewhere else, like the media. • Where appropriate, the communications to staff should take the opportunity to reiterate key messages around the industry' strong processes and procedures in response to COVID-19, the strength of the industry, and the importance of everyone continuing to follow the recommended COVID-19 health steps • Provide statement/comment to media. • Where appropriate, the statement to media should take the opportunity to reiterate key

	messages around the industry's strong processes and procedures in response to COVID-19
Suggested script for dealing with media inquiries:	**Media Inquiry – Staff** Any staff member who receives a call from media can use the following script: - *Thanks for your call. - Can I please get your details (name, media outlet, contact number, brief summary of inquiry)* *I'll forward your details on to (insert media contact for your organisation).* **[Ensure the message is passed on immediately to your organisation's media contact.]** **Media Inquiry – Senior Management** There may be scenarios where media directly calls a representative of senior management of your organisation – they might be seeking comment about your facility; or your facility may be completely unaffected, but media are looking for general comments from you. It can be easy to get caught off guard by calls like this. If this happens, the following script can help you to manage the call on your terms: - *Thanks for your call. –* *I'm just dealing with another matter now, so can I please get your contact details and I'll call you back.* **[If pushed by journalist for a time frame on when you will get back to them, provide yourself with at least one hour]**. [If pushed by the journalist to make a 'quick' comment, repeat your earlier statement- "I'm just dealing with another matter......' - and wrap the call up].

Appendix 2

Employee screening:

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All visitors including workers and contractors require a health check to be performed before work commences on site.

This activity will be recorded, with records to be provided to the Public Health Unit if requested

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- Develop and use a protocol for employee screening.

- Take temperature of all persons entering using a contactless method (infrared thermometer)

- Issue all visitors/workers with PPE

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<td></td>
<td>**Example Health screen and travel questions.**</td>
<td>**Yes**</td>
<td>**No**</td>
</tr>
<tr>
<td></td>
<td>1. Have you returned from overseas or a cruise in the last 14 days?</td>
<td>❏</td>
<td>❏</td>
</tr>
<tr>
<td></td>
<td>2. Have you returned from interstate in the last 14 days and do not have an exemption from self- quarantine?</td>
<td>❏</td>
<td>❏</td>
</tr>
<tr>
<td></td>
<td>3. Have you come in to contact with someone who has tested positive for COVID-19 in the last 14 days?</td>
<td>❏</td>
<td>❏</td>
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<td></td>
<td>4. Do you have, or have you had a fever, cough, sore throat, shortness of breath or other cold/flu-like symptoms in the last 72 hours?</td>
<td>❏</td>
<td>❏</td>
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<td></td>
<td>5. Have you tested positive for COVID-19, or are you awaiting results of a COVID- 19 test?</td>
<td>❏</td>
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<td></td>
<td>6. If yes to any of the questions tell them to contact NSW Public Health Unit on 1300 066 055</td>
<td>❏</td>
<td>❏</td>
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</table>

For further information

For further information Contact NSW Health on 1300 066 055 or contact the NSW Food Authority via 1300 552 406 or food.contact@dpi.nsw.gov.au