



Ministry of Commerce, Industry and Labour  
Matagaluega o Pisinisi, Alamanuia ma Leipa



# OCCUPATIONAL SAFETY AND HEALTH Guide



“Managing the Risk of Contracting Respirable Viruses  
in Workplaces”



## ACKNOWLEDGEMENT

In the ongoing efforts of the Government of Samoa through the Ministry of Commerce Industry and Labour ('MCIL') and the Samoa National Occupational Safety and Health Taskforce ('NOSH') to raise the profile of Occupational Safety and Health ('OSH') nationally, this Guideline was developed to support the business community in particularly employers and employees in complying with requirements of OSH Legislation.

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This Guide was developed using guidance from the SafeWork Australia, National Guide for Safe Workplaces – Covid 19 (2020) and related material from the SafeWork Australia website <https://www.safeworkaustralia.gov.au/respirable-viruses-information-workplaces>.

### **Disclaimer:**

- *MCIL has made every effort to ensure that the information in this Guide is reliable but makes no guarantee as to its completeness.*
- *Note this guide may be changed at any time without notice.*

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## Key Definitions

**Physical distancing** (or ‘social distancing’) refers to the requirement that people distance themselves from others. (The key distance is 1.5 – 2 meters: note Samoan/WHO health advice)

**Respirable viruses** include pertussis, coronaviruses, influenza, measles, mumps and rubella.

### **Vulnerable worker**

- People 50 years and older with one or more chronic medical conditions (note in Australia this is for Aboriginal and Torres Strait Islanders – query Samoa?)
- People 65 years and older with one or more chronic medical conditions
- People 70 years and older, and
- People with compromised immune systems

## Scope and Aim of this Guide

This Guide is intended to provide information and guidance for employers as duty holders under the Occupational Safety and Health Act, 2002 (the OSH Act) and Occupational Safety and Health Regulations, 2017 (the OSH Regulations).

RESPIRABLE VIRUSES is a public health matter, which means the risks associated with RESPIRABLE VIRUSES in the workplace must be managed **in accordance with Samoan public health laws**. This Guide in no way diminishes other obligations upon an employer under Samoan Law.

Employers, however, do have a general duty of care, under OSH law to take action to manage the risk of Respirable viruses as it could impact their employees and provide a safe and healthy working environment. This Guide is **not intended to prescribe specific approaches**, but instead seeks to help employers determine what is appropriate for their individual workplaces and circumstances.

Due to the uniqueness of the pandemic this Guide takes the approach of:

**A detailed PLAN:** to **identify** and **risk assess** how and the extent to which Respirable viruses is a risk to the workplace and make **PLANS** on what should be done in that workplace to keep it safe and healthy (identify resources and controls).

**Implement:** Put into practice **controls** to minimise the risk of RESPIRABLE VIRUSES in the workplace.

**Monitor:** Keep **checking** to see how well the controls are working.

**Improve:** Address any issues and find ways to make what is being done more effective.

The term worker and employee are used interchangeably in this Guide.

To identify which are **current legal obligations**, compared to those which are **suggested best practice**, the following symbols are used.

\*Denoted with the symbol:



**current mandatory legal obligations**, duty holder must ensure they comply



**recommended best practice approach**, a recommended approach

## 1.0 Introduction

This guide provides information on how to ensure compliance with the current Samoan law regarding the management of the risk of Respirable viruses to employees (workers) and the workplace whether it is a public or private area.

- **The employer's duty** to take all **reasonably practical steps** to protect the safety, health and welfare at work of employees and to provide and maintain a safe and healthy working environment... any building or public or private area in which work takes place.

### Section 11 OSH Act, General Duty of employers to employees

An employer must take all reasonably practicable steps to protect the safety, health and welfare at work of employees and to provide and maintain a safe and healthy working environment including substances, systems of work and any building or public or private area in which work takes place.

## 1.1 The risks and impact of Respirable viruses in the workplace

RESPIRABLE VIRUSES spread from person to person through contact with droplets produced when an infected person coughs or sneezes. The droplets may fall directly onto the person's eyes, nose or mouth if they are in close contact with the infected person. A person may also be infected if they touch a surface contaminated with the droplets and then touch their mouth nose or eyes before washing their hands.

RESPIRABLE VIRUSES include pertussis, coronaviruses, influenza, measles, mumps and rubella.

## 2.0 Identifying activities and situations where people may contract Respirable Viruses in a workplace

### Section 12 Identification and assessment of hazards

An employer must establish and maintain effective methods for:

(1)

- a) systematically identifying existing and potential hazards to employees;
- b) systematically identifying, at the earliest practicable time, new hazards to employees;
- c) regularly assessing the extent to which a hazard poses a risk to employees

(2) hazard identification process may be approved by the Commissioner

The exposure of workers and/or customers/guests/visitors/clients to RESPIRABLE VIRUSES in the workplace is a **foreseeable risk** that **must be assessed and managed by the employer** in the context of the operating environment.



### Persons in Close proximity

Exposure can occur when either a symptomatic or asymptomatic infectious person comes into proximity with another person as Respirable viruses can be spread by droplets in the air. The more enclosed the area and the more people in the area the higher the risk.

### Touching shared surfaces

Or the symptomatic or asymptomatic infectious person touches a surface which is then touched by another and then that person touches their mouth, nose or eyes prior to washing their hands.

Note that in high risk environments\* (to be determined by public health...likely aged care, hospitals) there may be additional legal requirements to manage Respirable viruses.

## 3.0 Conducting a risk assessment for Respirable Viruses risk assessment.

A risk assessment involves considering what could happen if someone is exposed to the hazard (e.g. RESPIRABLE VIRUSES) and the **likelihood** of it happening.

An employer must undertake a risk assessment for Respirable viruses to:

- identify **which workers (and others)** are at risk of exposure
- determine what **sources and processes are causing** the risk
- identify if and what kind of **control measures** should be implemented, and
- check the **effectiveness** of existing control measures

Or if,

- there are **changes to work practices**, procedures or the work environment
- when **work recommences operations** following a shut down
- there are **increased operations** following a period of reduced operations
- workers **return to work** following the cessation of working from home or stand-down arrangements
- **responding to workplace incidents** (e.g. where a worker has tested positive to RESPIRABLE VIRUSES, in which case there will likely be further public health instructions)
- is responding to **concerns** raised by workers, employee representatives, or others at the workplace

Workers and their representatives should be consulted throughout the process.

### 3.1 Factors impacting on Likelihood

When assessing the risks of Respirable viruses in the workplace the likelihood is based on:

#### 3.1.1 Work place Location

The current status of **confirmed cases in the geographical location** (neighbourhood, city, island) where the workplace is situated.

#### 3.1.2 Workplace structure and layout

- the size and nature of the workplace:
  - number and location of workplaces within the business



- **type of workplace**- for example whether they are an office, retail outlet, factory, warehouse, in-home service or other type of workplace
- **physical layout** of the workplace in **accommodating physical distancing**
- facilities available to manage the risks associated with RESPIRABLE VIRUSES, such as adequate provision of handwashing facilities.

### 3.1.3 Worker demographics

- the size and nature of the workforce, for example:
  - a high proportion of casual workers without **access to paid leave** who may continue to attend the workplace even if feeling sick due to lack of paid leave
  - whether there are **vulnerable workers** who may be more likely to experience serious illness if they contract the virus or are caring for a vulnerable person
  - if they use public transport to attend work
  - if they normally attend large community gatherings outside of work, schools, church
  - access to schools or childcare, if working from home

#### *Vulnerable worker's controls*

An employer must also undertake a risk assessment considering **vulnerable workers at the workplace** or those that live with vulnerable people.

A vulnerable worker

- people 50 years and older with one or more chronic medical conditions (note in Australia this is for Aboriginal and Torres Strait Islanders – query Samoa?)
- People 65 years and older with one or more chronic medical conditions
- People 70 years and older, and
- People with compromised immune systems

### 3.1.4 Nature and type of work tasks

- the nature and organisation of work tasks carried out at the workplace, for example:

consider **all activities or situations** where people in the workplace may contract RESPIRABLE VIRUSES from each other or from a surface

- whether the job roles involve **significant interaction** with other workers, customers/clients or other people
- work tasks, workflows or processes carried out at the workplace, using shared equipment
- areas where workers may be in proximity, such as in offices, behind the counter at a café or retail store or shared areas and facilities such as bathrooms, break rooms or kitchens
- interactions between workers, including when travelling to and from work (for example shared transport) and when on a meal or rest break
- interactions between workers and customers or other people who attend the workplace, for example delivery drivers, cashiers, service counters
- interactions between visitors at the workplace, for example people who are not part of the same household, and
- high touch surfaces at the workplace which may become contaminated, such as door handles, taps or access control points such as keypads.

Employers should also consider how work is intended to be organised during pandemic as this may include changes

- including processes to manage any increased worker absences (due to sickness, self-isolation or quarantine requirements etc.) –
- where work tasks need to be performed by two or more workers to be done safely,
- consideration may need to be given to whether these tasks can be rescheduled if there is a reduced workforce due to circumstances related to the pandemic.
- altering customer's expectations or behaviours
- managing supply chain problems
- increased or decreased demand for services and products

### 3.2 Reasonably practicable and the hierarchy of control



Current law requires the employer to take 'reasonably practicable' steps to protect the safety, health and welfare of employees and the work environment. The employer's decision on what is 'reasonably practical'. It requires the duty holder to decide is it REASONABLE in the circumstances to do ALL that is possible or given the circumstances is it REASONABLE to do LESS based on consideration of:

- a. the likelihood of the hazard or the risk concerned occurring,
- b. the degree of harm that might result from the hazard or the risk
- c. what the person concerned knows, or ought reasonably to know, about the hazard or risk, and ways of eliminating or minimising the risk
- d. the availability and suitability of ways to eliminate or minimise the risk, and
- e. after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

The employer should decide what controls are suitable based on 'reasonably practicable' in the circumstance as well as based on real consideration of any consultations had with employees or their representatives.

Note also that there may be other laws or directions from public health authorities or other authorised ministries that must be followed.



The law requires elimination of the hazard where reasonably practicable, and, where elimination is not practicable, a 'sliding scale' of controls and combination of controls should be used based on what is reasonably practicable. It is a hierarchy because the further from elimination the less effective the controls.

## 4.0 Controlling the risk of Respirable viruses in the workplace

### Section 13 OSH Act Management of identified hazards

- (1) An employer must take appropriate steps to control hazards which are identified and assessed as posing a threat to the safety, health or welfare of employees, and where practicable, the hazard must be eliminated...

Other relevant legislation includes:

### Regulation 16 Washing facilities

- (1) An employee at work must have reasonable access to handwashing facilities in the ratio of at least one washing facility for every 15\* employees at a particular time...

\*Note this is current OSH law and during a pandemic more facilities may be required.

Although elimination may not be possible once RESPIRABLE VIRUSES has entered a region the risks can be minimised by following public health advice about how to reduce the risk of contact and droplet spread from a person, directly or indirectly, and from contaminated surfaces. In the workplace this includes:

### 4.1 Ensuring people with RESPIRABLE VIRUSE symptoms do not attend the workplace

A **key control measure** is to take steps to ensure that workers and other people who have RESPIRABLE VIRUSE symptoms **do not attend the workplace**. Consider workplace policies and procedures:

- providing **education and training** and placing **signage** to increase awareness of RESPIRABLE VIRUSES symptoms and what a person should do if they have symptoms including:
  - not coming to work or isolating or quarantining, where instructed by health officials
  - the steps to follow if they develop symptoms at work (see public health advice)
  - when to seek medical advice and get tested
- supporting workers to access testing, stay home if they have symptoms and implementing remote working options for workers in isolation or quarantine, if possible, and
- workplace policies and procedures to manage cases or outbreaks of RESPIRABLE VIRUSES in the workplace.

Consider, alternative arrangements for those without sick leave who may feel compelled to work even if sick.

#### 4.1.2 Vulnerable workers

For vulnerable workers or those who are in close contact with vulnerable family members control options might include redeployment to roles that don't involve physical contact with customers, where possible. Where risk cannot be appropriately mitigated, employers and workers should consider alternate arrangements to accommodate a workplace absence such as work from home.

### 4.2 Screening upon entry to a workplace

For some workplaces it may be reasonably practical to screen workers (and others such as visitors, customers, clients, guests) before they enter the workplace. This could include:

- Reminding workers of the common symptoms of RESPIRABLE VIRUSES and that they should not be at work if they have or have had any of the common symptoms in the last 48 hours

- Asking workers if they have recently travelled or been in contact with a confirmed case of a RESPIRABLE VIRUSE, and
- **Conducting temperature checks** with touch-free thermometers. Temperature checks can be used in combination with other measures but they should not be solely relied on. Temperature checks do not indicate whether a person has a RESPIRABLE VIRUS. A person could have a temperature for another reason unrelated to RESPIRABLE VIRUSES, and people with RESPIRABLE VIRUSES may also be asymptomatic or on medication that reduces their temperature.

### 4.3 Physical distancing at the workplace

**Physical distancing** (or 'social distancing') refers to the requirement that people distance themselves from others. The key distance is 1.5 – 2 meters (note Samoan/WHO health advice)

Implementing physical distancing controls reduces the risk of a person in the workplace spreading and contracting RESPIRABLE VIRUSES, including the risk that persons with a RESPIRABLE VIRUS enter the workplace.

What physical distancing measures needs to implement will depend on the nature of the workplace (for example, is it a construction site, factory, office etc.), the nature of the work tasks and activities that take place at the workplace (for example are there tasks that require workers to be in close proximity to be carried out safely such as lifting heavy objects etc.) and the working arrangements of the workers (for example whether there are shifts involved).

Any physical distancing controls businesses implement in the workplace should be focused on:

#### 4.3.1 Limiting the number of people in the workplace

Based on public health directions of number of people per square metre and directions regarding indoor gatherings.

#### 4.3.2 Modifying workflows and processes so that work tasks are carried out in a way that minimises interactions between people.

Including **reducing the time spent** in proximity. Although in some industries maintaining physical distancing, may be more difficult e.g. in hospitality behind the counter or when in the kitchen, employers must still implement measures to **maximise the distance between people** to the extent it is safe and possible to do so. Where the interaction is unavoidable **minimise the time** that workers are in close contact, and if appropriate, provide workers with PPE.

#### 4.3.3 Ensuring the physical layout of the workplace supports physical distancing.

Changes could be made to the layout to help keep people 1.5 (2) metres apart including in amenities, waiting areas, dining areas and worker only areas such as kitchen preparation areas. The new layout must allow for workers and other people to enter, exit and move about the workplace both under normal working conditions and in an emergency without risks to their health and safety, so far as is reasonably practicable.

#### Examples of physical distancing control measures

- To **limit the number of people in the workplace**, consider:
  - facilitating **working from home arrangements** wherever possible.
  - staggering shifts, start and finish times and break times

- restricting access to **essential visitors** only. If relevant, have revised schedules for essential visitors to the workplace to reduce interaction, such as outside normal hours if possible
- determining the **maximum number of people** that can be at the premises and **use signage and posters** to remind people of the limits – ensure there are processes in place to abide by any maximum gathering limitations in place under public health directions
- limiting **how long** people can be in common areas, and/or
- where face-to-face meetings or training is essential, **limiting participation** to the minimum number of people.
- When modifying work flows and processes so that work tasks are carried out in a way that **minimises interactions** between people, consider:
  - identify any activities where workers directly pass items to each other or to other people at the workplace, such as spare parts or samples and either cease these activities (if the level of risk that has been assessed in relation to RESPIRABLE VIRUSES warrants it) or establish ways to continue them that do not require workers and others to be in close proximity
  - where certain activities must be carried out in proximity, such as hair and beauty treatments, consider **limiting the time** workers and others are in proximity
  - use electronic devices for ordering food and drink if the business is a bar, restaurant or café
  - separate workers into dedicated teams and have them work the **same shift** or work in a particular area and consider whether these dedicated teams can have access to their own meal areas or break facilities – this will limit overall interactions between all workers, and/or
  - where interactions between people are frequent and/or unavoidable, for example in a retail store or supermarket, consider providing **physical barriers such as screens at the customer service desks**.
- To ensure the physical layout of the workplace supports **physical distancing**, businesses may wish to consider:
  - redesigning the **layout of the workplace and workflows, including creating one-way systems in corridors**, stairways and other common areas if possible
  - spreading out plant (equipment) or furniture where there is space to do so, including in common areas such as break room, to enable physical distancing requirements to be met
  - providing **separate entry and exit points**
  - limiting access to the workplace or parts of the workplace to only workers that need to be there
  - working with the building manager (if relevant) to ensure physical distancing can be maintained in lifts (e.g. limit capacity).
- If creating a new eating or common area to enable physical distancing, you must ensure these areas are accessible from the workplace and adequately equipped (e.g. drinking water, rubbish bins), and protected from the elements, contaminants and hazards.
- Ventilation: You should also consider opening windows or adjusting air-conditioning for **more ventilation** in common areas and limiting or **reducing recirculated air-conditioning** where possible.

## 4.4 Hygiene

RESPIRABLE VIRUSES spread through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

Everyone must continue to practise good hygiene at all times to prevent the virus spreading.

Everyone must wash and dry their hands:

- Before and after eating
- After coughing or sneezing
- After going to the toilet, and
- When changing tasks and after touching potentially contaminated surfaces.

Good hygiene requires everyone to wash their hands regularly with soap and water for at least 20 seconds and **dry them completely**, preferably with clean, single-use paper towel.

A workplace should ensure that:

- there are adequate and accessible facilities to achieve good hygiene
- facilities are in good working order, are clean and are otherwise safe, and
- facilities are properly stocked and have adequate supplies of toilet paper, soap, water, and drying facilities (preferably single-use paper towels through a program of random spot checks/swabs should be implemented to assess cleaning efficacy).

Although air dryers can be used single use paper hand towels are more effective in **drying** hands which is key to effective hygiene. A workplace must ensure:

- the paper towels are replenished as required, and
- used paper towels should be disposed of in a waste bin that is regularly emptied to keep the area clean, tidy and safe.

Wastes (including used paper towels) should be double bagged and set aside in a safe place for at least 72 hours before disposal into general waste facilities.

- The bin cleaning process shall minimise personnel exposure to aerosols
- Disinfection of waste bins shall be achieved. Bin cleaning should suitably sanitise/disinfect the bins
- All infectious waste shall be segregated in a separate bin and well labelled for a special collection by the MOH

All infectious waste must be incinerated at Tafaigata Incineration site

If paper towels cannot be provided, then hand dryers may be used to dry hands. Workers must be trained in how to dry their hands. Placing posters near hand dryers may assist with communicating the need for hands to be **dried completely**.

Frequently touched areas of the hand dryers (i.e. buttons to activate the drying mechanism of the hand dryer) and the entire body of the dryer should be cleaned regularly. Nearby surfaces (such as the sink and taps) should also be cleaned regularly to remove any germs that may have been spread when drying hands.

If a hand washing station is not available: Provide an alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol as the active ingredient used as per the manufacturer's instructions.

When determining what facilities are required, consider the number of workers and other people entering the workplace, any shift arrangements and when access to these facilities is required. Depending on the circumstances, businesses may need to:

- provide **additional facilities, including washing facilities** and change rooms
- relocate facilities to more convenient locations, for example entry and exits

Good hygiene also requires everyone at the workplace to, at all times:

- cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
- avoid touching their face, eyes, nose and mouth
- dispose of tissues and cigarette butts hygienically, e.g. in closed bins
- wash and dry their hands completely before and after smoking a cigarette
- clean and disinfect shared equipment and plant after use
- wash body, hair (including facial hair) and clothes thoroughly every day, and
- have **no intentional physical contact**, for example, shaking hands and patting backs.
- Always wash your hands thoroughly with soap or sanitizers at least 20 seconds

Ensure processes are in place to regularly monitor and review the implementation of hygiene measures to ensure they are being followed and remain effective.

#### *Measures to enhance good hygiene*

Examples include:

- Developing **infection control policies in consultation** with workers which outline measures to prevent the spread of infectious diseases at the workplace. This must be communicated to workers
- Training workers on the importance of washing their hands with soap and water for at least 20 seconds and drying them correctly, or using an alcohol-based hand sanitiser
- Placing posters near handwashing facilities showing how to correctly wash and dry hands (for example, if hand dryers are used, place posters advising that hands should be dried completely before finishing) and clean hands with sanitiser
- **Informing** workers and other people entering the workplace of workplace **hygiene standards** that are expected, including when utilising common areas (cleaning up afterwards, placing rubbish in bins provided, avoiding putting items such as phones on meal surfaces, etc.)
- Where relevant, **displaying signs in the business's front window** (or other appropriate place) informing people entering the workplace of the expectations and not to enter if they have symptoms of RESPIRABLE VIRUSES, inform guests or customers when making a booking or booking on line of these expectations.
- Removing unnecessary items from the workplace, such as public access to flyers, product samples, books and magazines, and
- Ensuring **high use items** (such as pens, EFTPOS machines and menus) and equipment are cleaned and disinfected before re-using.

## 4.5 Cleaning and disinfecting

Appendix A includes a comprehensive cleaning table from developed by SafeWork Australia after a case or suspected case of RESPIRABLE VIRUSES in a non-health care setting.



A key way the risk of exposure to RESPIRABLE VIRUSES is by implementing appropriate **cleaning** and **disinfecting** measures for the workplace.

**Cleaning** means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surfactant that is designed to break up oil and grease with the use of water. Anything labelled as a detergent will work.

**Disinfecting** means using chemicals to kill germs (bacteria and viruses) on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. The following disinfectants are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in): alcohol in a concentration of at least 70%, chlorine bleach in a concentration of 1000 parts per million, oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds. These chemicals will be labelled as 'disinfectant' on the packaging and must be diluted or used following the instructions on the packaging to be effective.

Health authorities recommend using a 1000 parts per million bleach (sodium hypochlorite) solution to disinfect hard surfaces.

If using a store-bought disinfectant, choose one that has antiviral activity, meaning it can kill viruses. This should be written on its label.

#### 4.5.1 Is a sanitiser a disinfectant?

A sanitiser is a chemical that is designed to kill some bacteria and some viruses that can cause disease in humans or animals. **These chemicals are not as strong as disinfectants**, which makes them safe to use on skin. If you're disinfecting a hard surface or inanimate object, a disinfectant is **the best option**.

#### 4.5.2 If everything is sold out, can I make my own disinfectant?

Store bought is best as it meets standards. If you don't have store bought disinfectant available, you can prepare a disinfecting solution using bleach and water. **Do not use products such as vinegar, baking soda, (bicarbonate of soda), essential oil, mouthwash or saline solution – these will not kill RESPIRABLE VIRUSES.**

#### 4.5.3 Does heating or freezing kill the virus?

Extreme heat will destroy RESPIRABLE VIRUSES but is not recommended as a general disinfection method. Steam and boiling water can easily burn workers and should only be used by trained personnel with specialised equipment.

Viruses are generally resistant to the cold and can survive longer if frozen than if left outside at room temperature.

#### 4.5.4 Will an antibacterial product kill a RESPIRABLE VIRUSE?

Antibacterial products are designed to kill bacteria. However, a RESPIRABLE VIRUS is not bacterial, so an antibacterial product may not be effective against RESPIRABLE VIRUSES.

Avoid any cleaning methods that **may disperse the virus or create droplets**, such as using pressurised water, pressurised air (including canned air cleaners), dry cloth and dusters.

## 4.6 Cleaning and Disinfecting in the workplace

Detergent and warm water are suitable for cleaning surfaces and should be used prior to using a disinfectant. If preparing a disinfecting solution, make sure you handle chemicals carefully, as they can be dangerous. Always read and follow the instructions and safety directions on the label

**A combination of cleaning and disinfection will be most effective** in removing the RESPIRABLE VIRUSES. For **routine** workplace cleaning in a non-healthcare workplace, physical cleaning with water and detergent is usually sufficient.

### 4.6.1 How frequently to clean will depend on:

- It is highly recommended that workplaces are **cleaned** at least daily
- When and how often the workplace should be **disinfected** will depend on the likelihood of contaminated material being present
- It may be possible to do a 2-in-1 clean and disinfection by using a combined detergent and disinfectant
- More frequent cleaning may be required in some circumstances. For example, if **equipment is shared** between workers, it should be cleaned between uses, where practicable. More frequent disinfection may also be required at workplaces with a high volume of customers or visitors that are likely to touch surfaces (lift buttons, door handles etc), and
- Cleaning and disinfection should be used where there is a high volume of workers, customers or visitors that are likely to touch surfaces.
- Cleaning and disinfection should also be undertaken after a person with a confirmed or suspected case of a RESPIRABLE VIRUS has recently been at the workplace based on public health advice.

### 4.6.2 When implementing cleaning measures, remember:

- Where cleaning on or around electrical equipment/fittings, isolate electrical equipment and turn off power source if possible before cleaning with liquids
- Read the label for the detergent or disinfectant and follow the manufacturer's recommendations
- Obtain a copy of the Safety Data Sheet (SDS) for the detergent or disinfectant and become familiar with the contents, and
- Wear the appropriate PPE that is identified on the label and the SDS.

### 4.6.3 Shared premises

If a business operates in a shared premises consult and co-ordinate with others to ensure that appropriate cleaning measures are implemented, for example in shared facilities such as lobbies, lifts, change rooms and common meeting spaces.

### 4.6.4 How to clean

Cleaning should start with the cleanest surface first, progressively moving towards the dirtiest surface. When surfaces are cleaned, they should be left as dry as possible to reduce the risk of slips and falls, as well as spreading of viruses and bacteria through droplets.

Before a surface is disinfected, it is important it is cleaned first because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectant may not kill the virus if the surface has not been cleaned with a detergent first.

The packaging or manufacturer's instructions will outline the correct way to use disinfectant. Disinfectants require time to be effective at killing viruses. If no time is specified, the disinfectant should be left for ten minutes before removing.

Workers must be supplied with suitable cleaning and disinfecting products and **personal protective equipment (PPE)**, and ensure they are trained on how to use them.

After cleaning, any single-use personal protective equipment (PPE), disposable cloths and covers should be placed in a plastic bag and disposed of in general waste. Any reusable cleaning equipment, including mop heads and reusable cloths, should be laundered and completely dry before re-use.

#### 4.6.4 Which areas should be cleaned and disinfected, and how often?

Any surfaces that are frequently touched should be prioritized for cleaning, such as tabletops, counters, door handles, light switches, elevator buttons, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles, phones, EFTPOS machines and workplace amenities. Any surfaces that are visibly dirty, or have a spill, should be cleaned as soon as they are identified, regardless of when they were last cleaned.

At a minimum, frequently touched surfaces workplaces should be cleaned and disinfected at least once daily. If your workplace has many customers or others entering each day, more frequent cleaning and disinfection of frequently touched surfaces is recommended. If your workplace is only attended by the same small work crew each day and involves little interaction with other people, routine disinfection in addition to daily cleaning may not be needed.

You don't need to clean and disinfect every surface. The virus is transmitted by breathing in droplets produced by an infected person coughing or sneezing, or contact with contaminated surfaces, so you only need to clean surfaces that are touched or accidentally brushed against or otherwise contaminated. There are some surfaces that are never touched (e.g. ceilings and cracks and crevices in machinery) and these do not need to be cleaned and disinfected. Similarly, if no one has used equipment or entered an area it is unlikely to be a potential source of infection.

#### 4.6.5 What about workers' personal items?

Employers should instruct your workers to clean and disinfect personal items used in the workplace such as glasses and phones regularly using disinfectant wipes or sprays.

#### 4.6.6 What should workers wear to clean?

In most circumstances, it will not be necessary for workers to wear protective clothing to clean the workplace. However, workers should use personal protective equipment (PPE) that is necessary for the products they are using for cleaning. As a starting point:

- Gloves are the minimum requirements
- Gowns and disposable suits/aprons are not required. Clothes that can be washed afterwards are suitable.
- Disposal masks or fabric masks/safety glasses to prevent from aerosols and dusts only for general cleaning and in a case of suspected or confirmed viruses
- You need to provide any PPE and train your workers on how to use it safely.

If there is a suspected or confirmed RESPIRABLE VIRUSES case in the workplace, surgical masks should be used to cleaning any impacted areas and advice sought from public health.

#### 4.6.7 How should linen, crockery and cutlery be cleaned?

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air. Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

#### 4.6.8 What if there is a case of RESPIRABLE VIRUSES in my workplace?

If you have a case of RESPIRABLE VIRUSES in the workplace, the Ministry of Health should provide you with advice on what you need to do in your workplace. Your workplace will need to be thoroughly cleaned and disinfected before people can return.

Follow the instructions of the public health authority.

### 5.0 Personal Protective Equipment



#### **OSH Act Part 3 General Duties of Care, section 15**

Protective Clothing and Equipment PPE

An employer shall:

- a) provide, maintain and make accessible to employees the protective clothing and equipment necessary to avoid injury and damage to their health; and
- b) take all reasonably practical steps to ensure that the employees use that protective clothing and equipment whenever the circumstances for which it is provided arise; and
- c) make provision in the place of work, for protective clothing and equipment so provided to be cleaned and securely stored without risk of damage when not required.

The employer must ensure that appropriate equipment or clothing is provided, maintained and used.



Current law requires employers to supply and maintain PPE for workers so far as is reasonably practicable.

Common PPE that can be used to protect against RESPIRABLE VIRUSES include:

- Masks
- Gloves
- Eye protection (particularly in high risk areas such health care workers and police)
- Screens
- Perspex screens
- Gowns/aprons
- Shoe covers
- Safety glasses/shields

\*The use of some types of masks, gowns and disposable suits is generally restricted to health care settings and it is usually not recommended that these types of PPE are used outside of health care to protect against RESPIRABLE VIRUSES. Seek advice from public health officials regarding the need for particular masks, gowns or suits.

Aside from any public health directions or recommendations regarding masks or other PPE, the type of PPE provided will depend on the workplace and the outcomes of consultation and the risk assessment.

PPE is used in addition to other control measures and must be used according to the manufacturers instruction, and be suitable for the job.

Unless contaminated, disposable PPE can be disposed of with the general waste, preferably a closed bin. A closed bin is a bin with a fitted lid.

### 5.1.1 Disposing of contaminated PPE clothing

Where the PPE is contaminated it should be disposed of in a closed bin, preferably one that does not need to be touched to place contaminated PPE inside. A bin with a foot pedal or other hands-free mechanism to open the lid would be appropriate. The bin for contaminated PPE should contain two bin liners to ensure the waste is double bagged. Double bagging minimizes any exposure to the person disposing of the waste.

PPE would be considered contaminated if:

- It has been worn by a symptomatic worker or visitor to the workplace
- It has been worn by a close contact of a confirmed case
- The PPE has been in contact with a potentially contaminated surface, or
- It is visibly soiled or damp (e.g. face masks).

Where a closed bin is not available, the contaminated PPE should be placed in a sealed bag before disposal into the bin. The sealed bag and a single bin liner are considered equivalent to double bagging and must be well labelled as infectious waste

- Always contact the Ministry of Health for proper disposal of infectious waste.

It is important to follow good hand hygiene after removing and disposing of your PPE. Hands should be cleaned thoroughly with soap and water (for a minimum of 20 seconds) or hand sanitizer.

Always critical to follow the Doffing sequence/steps when removing PPE

- i. Take off shoe covers
- ii. Take off gloves
- iii. Hand hygiene
- iv. Take off gown
- v. Hand hygiene
- vi. Take off mask
- vii. Hand hygiene

### 5.2 Screens as PPE in the workplace

Perspex screens (also known as sneeze guards) can be considered at workplaces where workers are in close proximity to each other for long periods. For example, a Perspex screen could be considered where two workers work side by side or back to back for a shift.

If you choose to install a Perspex screen you need to ensure that the screen is fit for purpose and protects workers from droplet spray, generally covering the upper half of the body and head. Completing a risk assessment will assist in deciding what type of screen is best for the workplace. The screen must allow the worker to safely work and protect their face from exposure to droplet spray. Be aware that installing a Perspex screen may result in other OSH risks.

Workers should be consulted about installing Perspex screens and must be provided appropriate training and instruction.

Perspex screens should be cleaned in the same manner as other frequently handled objects or surfaces.

## 6.0 Working from home

Working from home may be a suitable control decided in consultation with workers and their representatives, consider:

- the individual worker's role
- whether the worker is in a vulnerable person category for contracting the virus
- suitability of work activities
- workflows and expectations
- workstation set up
- surrounding environment such as ventilation, lighting and noise
- home environment, such as partners, children, vulnerable persons and pets
- communication requirement such as frequency and type
- mental health and wellbeing of the worker
- safe working procedures and training requirements, and
- potential risk of infection on journeys to and from the workplace.

### 6.1 What are the OSH risks of working from home?

Working from home may change, increase or create work health or safety risks. You must consult with workers before you implement control measures to address these risks. It is also important to review and monitor whatever arrangements are put in place to ensure that these arrangements do not create any additional risks.

Some key considerations that may affect the risks of workers working from home or remotely include:

- Pre-existing injuries the worker may have
- Communication frequency and type between the employer and worker
- Management of the work program, workload, activities and working hours
- Surrounding work environment
- Workstation set up, such as desk, chair, monitors, keyboard, mouse and computer
- Work practices and physical activity
- Mental health and wellbeing of the worker, and
- Other responsibilities the worker may have such as facilitating online learning for children or a caring role.

To ensure their general duty is met employers should provide workers who are working at home:

- Provide guidance on what is a safe home office environment, including what a good workstation set up looks like, why workers should not be sedentary all day and how to avoid this
- Allow workers to borrow any necessary work station equipment from the office to take to the home as agreed
- Require workers to familiarise themselves and comply with good ergonomic practices, consistent with any workplace policies and procedures, for example requiring workers to complete a workstation self-assessment checklist and provide their responses to you
- Maintain regular communication with workers
- Provide access to information and support for mental health and wellbeing services, e.g. websites
- Appoint a contact person in the business who workers can talk to about any concerns related to working from home.

Employers must also consider how your existing policies and procedures apply when working from home, including:



- Notification of incidents, injuries, hazards and changes in circumstances
- Consultation and review of work health and safety processes, and
- Attendance, timesheets, leave and other entitlements and arrangements.

## 6.2 Mental health risks and working from home

The RESPIRABLE VIRUSES pandemic is a stressful and uncertain time.

Employers must, so far as is reasonably practicable, ensure the mental health of their workers and protect their workers from psychological risks as well as physical risks.

Working from home can have psychological risks that are different to the risks in an office or your regular workplace. A psychosocial hazard is anything in the design or management of work that causes stress. Some psychosocial hazards that may impact a worker's mental health while working from home include:

- Being isolated from managers, colleagues and support networks
- Less support, for example workers may feel they don't have the normal support they receive from their supervisor or manager
- Changes to work demand, for example the impacts of the RESPIRABLE VIRUSES pandemic and a move to working at home may create higher workloads for some workers and reduced workloads for others
- Low job control
- Not having clear boundaries between home-life and work-life
- Fatigue
- Poor environmental conditions, for example an ergonomically unsound workstation or high noise levels, and
- Poor organizational change management, for example workers may feel they haven't been consulted about the changes to their work.

Working from home may also impact a worker's mental health in other ways, such as from changed family demands. For example, home schooling school-aged children who are learning from home, relationship strain or family and domestic violence.

### 6.2.1 Looking after the mental health of workers at home

Employers must eliminate or minimize the risk to psychological health and safety arising from work as far as is reasonably practicable, including when your workers are working from home. This includes consulting with workers and their representatives about psychosocial hazards they may face and how to manage them.

Good communication with workers is especially important when they are working from home. It is important that you have regular and clear communication with your workers to set realistic and clear instructions on workloads, roles and tasks, to monitor work levels and to check that work can be successfully completed from home without creating any additional safety risks. Adjust any work tasks and ways of working as appropriate.

Steps to manage risks to workers' mental health where reasonably practicable include:

- Providing information about mental health and other support services available to r workers
- Maintaining regular communication with r workers and encouraging workers to stay in contact with each other
- Staying informed with information from official sources and sharing relevant information with workers and their representatives as it becomes available



- Offering your workers flexibility, such as with their work hours, where possible
- making sure workers are effectively disengaging from their work and logging off at the end of the day
- Responding appropriately to signs a worker may be struggling, e.g. changed behavior
- Informing workers about their entitlements if they become unfit for work or have caring responsibilities
- Eliminating or minimizing physical risks, and
- Providing workers with a point of contact to discuss their concerns and to find workplace information

## 7.0 Contact tracing

Contact tracing is the process of identifying, assessing and managing people who have been exposed to a disease, such as RESPIRABLE VIRUSES, to prevent transmission. In conjunction with the other control measures outlined in this Guide, contact tracing can help slow the spread of RESPIRABLE VIRUSES.

Employers can support contract tracking by keeping a record of who attends your workplace and their contact details.

## 8.0 Addressing new risks

When planning to address risks related to RESPIRABLE VIRUSES, businesses should also take into account any existing risks and control measures already in place to manage these. The business should:

- Assess whether existing control measures need to be adjusted
- Consider new risks and other risks that may be introduced – including risks of work-related violence, specific risks associated with working from home and risks to mental health, and
- Implement control measures to address new risks.

## 9.0 Preparing the workplace for workers to return

Prior to workers returning to the workplace after a period of shutdown or restricted operations, all businesses must ensure their workplaces are safe to return to.

As part of the risk assessment, to prepare for safe operation on the premises—that is, the actual building or work site where work is performed—businesses should consider the following:

- **Assess** all premises, sites or parts of sites, including those that have been closed or partially operating and ensure they are safe to use
- Perform **maintenance checks** and activities on equipment and systems, including heating, ventilation and air conditioning (HVAC) systems and other water-based systems as these may create risks related to Legionella, particularly if they have been shut down or used less for a period of time.
- **Deep cleaning of workplaces and equipment** prior to workers arriving at the workplace and/or disinfection of taps, showers and other ‘end of trip’ facilities such as lockers and bicycle cages before workers are due to arrive at the workplace. If the workplace has been unoccupied for more than 3-4 consecutive days, this may not be required

## 10.0 Working in a person’s home

Sometimes the ‘workplace’ will be a person’s home.

When preparing for workers to recommence work activities in other people’s homes after ceasing or reducing frequency of visits during the pandemic, businesses should:

- Check if anyone in the household has symptoms of RESPIRABLE VIRUSES or has been advised to self-isolate. Do not send workers to the household if that is the case
- Consider whether the work can be performed using digital or remote alternatives such as video or phone conferences
- Communicate with households prior to work commencing to discuss and agree how work will be carried out and general practices to minimise risks – for example how to enter the premises without face-to-face contact, maintaining physical distancing while the worker is in the home, leaving doors open to minimise the need to touch door handles
- Assign workers to work in households local to them where possible to minimise travel and use of public transport, and
- Allocate the same individual, pairs or small teams of workers to a household if repeat visits are necessary or the work is ongoing.

## 11.0 Working in mobile workplaces or workers in multiple locations

Some work cannot be performed at home or in a fixed physical workplace (e.g. consultants, drivers, social and personal care providers, cleaners, postal workers, delivery workers, traffic wardens, repair and maintenance workers).

Employers should ensure that these workers are given support, guidance and adequate resources to work safely and to avoid transmission of the disease through travel and interaction with other people.

In general, businesses with mobile workplaces or workers in multiple locations should:

- Consider whether the work can be performed using digital or remote alternatives such as video or phone conferences
- Where the work would usually require multiple workers visiting a premises, consider whether the on-site work could be completed by a smaller number of workers, with other workers assisting remotely
- Where working at different locations, consider how physical distancing can be achieved at those locations
- Businesses should advise their workers that they may refuse to enter a workplace or to leave at any time if agreed control measures regarding RESPIRABLE VIRUSES are not in place or are breached
- Where workers are travelling to a location in a shared vehicle or transport, ensure only every second seat is filled, windows left open and air conditioning set to external airflow to limit the use of re-circulated air
- Provide access to alcohol-based hand sanitiser and PPE, as appropriate, and
- Keep detailed information about the places workers go and people they have prolonged interaction or close contact with in the course of their work, to assist with contact tracing if required.

## 12.0 Administration

### 12.1 Workplace policies

Employer's should review and, if necessary, update any OSH policies and the emergency plan in consultation with workers and their representatives.

Consider how a potential further outbreak of RESPIRABLE VIRUSES will be managed.

A workplace must have a policy and accompanying procedures that require workers and other persons to not attend the workplace if:

- They have symptoms of RESPIRABLE VIRUSES, such as fever, cough and sore throat
- Are in isolation, for example because they have returned from overseas, or
- Have been in close contact with a person who has, or has been tested for, RESPIRABLE VIRUSES.

Importantly, this policy should be clearly communicated with workers prior to their first return to the workplace or immediately upon returning and at subsequent

## 12.2 Communication about RESPIRABLE VIRUSES

Employers must ensure, so far as is reasonably practicable, the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business.

In a RESPIRABLE VIRUSES environment this includes providing workers with:

- Up to date information on RESPIRABLE VIRUSES – you will need to check the Ministry of Health advice
- Clear guidance on physical distancing, hygiene and other matters, including through use of signs and posters in the workplace
- Control measures in place at the workplace to manage the risks of RESPIRABLE VIRUSES, including any new ways of working
- Any training that is necessary to address risks in the workplace, including on how to perform tasks differently or the use of PPE
- Information on their workplace entitlements (such as access to paid leave) if they have RESPIRABLE VIRUSES symptoms or they are required to self-isolate
- Clear expectations and procedures, in consultation with workers and their representatives, on what will happen if a worker contracts RESPIRABLE VIRUSES, and
- Advice on how to report concerns or safety incidents.

## 13.0 Monitor

Employer should monitor the effectiveness of measures introduced to control risks arising from RESPIRABLE VIRUSES, including consulting with workers and their representatives, on the following:

- Are the control measures working effectively in both their design and operation?
- Have the control measures introduced any new problems?
- Have all risks associated with RESPIRABLE VIRUSES in the workplace been identified?
- Have new work methods made the job safer?
- Are new safety procedures for RESPIRABLE VIRUSES being followed?
- Have the instruction and training provided to workers on how to work safely in a RESPIRABLE VIRUSES environment been successful?
- Are workers actively involved in identifying risks and possible control measures? Are they openly raising RESPIRABLE VIRUSES concerns and reporting problems promptly?
- Have any incidents relating to RESPIRABLE VIRUSES been identified or reported?

If monitoring reveals that a system is ineffective the process of risk assessment and control should be undertaken again.

## Appendix A. A business such as a shop, restaurant sample Plan

Name of business or organisation

Business or activity

Owner or operator - First name

Owner or operator - Last name

First name

Last name

Phone

Email

---

### Density

- 
- The maximum number of people per room or area should not exceed 1 person per 2 square metres of public space, where possible and practical.
  - Use warning signs
- 

### Physical distancing

- 
- Maintain and encourage others to maintain the physical distancing principle of at least 1.5 metres separation, where possible:
    - Between groups within each room.
    - At entry and exit points.
    - This does not apply to members of the same household, family members, and other regularly associating people who are attending as a group.
  - Consider venue layout and move tables and seating to comply with physical distancing (1.5m separation) and density requirements (1 person per 2 square metres).
  - Dedicate separate bathroom facilities for each separate room or area of a venue, where possible. Install signage to make members of the public aware of which bathroom to use.
  - Dedicate separate entry and exit doors from separate rooms, and pathways to encourage “one-way traffic” where possible.
-

- 
- Minimise mixing between separate rooms or groups of people as much as possible.
- 
- Display signage at the venue entrance to instruct members of the public (and staff) not to enter if they are unwell or have RESPIRABLE VIRUSES symptoms.
- 
- Encourage contactless payments to be used where possible.
- 
- Encourage online bookings, reservations and pre-ordering where practical.
- 
- Consider using physical barriers, such as plexiglass screens, in areas that involve high volume interactions (e.g. point of sale).
- 
- Consider placing floor or wall markings or signs to identify 1.5 metres distance between people, particularly for queues and waiting areas.
- 
- Monitor compliance with physical distancing requirements, with particular regard to areas where members of the public might congregate.
- 
- Consider limiting the duration of the activity to 2 hours or less where possible.
- 

## Hygiene

- 
- Conduct frequent environmental cleaning and disinfection especially of touch-points (door handles, push plates including bathroom, EFTPOS facilities, counters, table tops, backs of chairs, food preparation areas etc).
- 
- Frequency of cleaning will be determined by the turn-over of patrons – the more patrons over a period of time, the more cleaning required.
- 
- Clean bathrooms more frequently than lower traffic areas, especially taps, door handles and other frequently touched points.
- 
- Ensure bathrooms have soap and running water for handwashing.
- 
- Hand drying facilities must be made available. Provide disposable paper towels or hand dryers only. Cloth towels should only be provided if they are for single use.
- 
- Provide hand sanitiser on entry and exit of the premises.
- 
- Consider installing signage on hand hygiene and cough etiquette.
- 
- Consider keeping communal showers closed where possible, however, if used, maintain 1.5 metres distance between people.
-

- 
- Communal toilets and change rooms can now be used. Physical distancing should be observed in change rooms.
- 
- Ensure proper ventilation. If using air conditioning, particularly in smaller spaces, adjust the air conditioning to increase external airflow (rather than the recirculated cycle mode).
- 

## Staff

- 
- Staff must stay home if they are sick, and go home immediately if they become unwell. Unwell staff with RESPIRABLE VIRUSES compatible symptoms should be tested for RESPIRABLE VIRUSES and remain in isolation until they receive a result. They can return to work once a test is negative and their acute symptoms have resolved.
- 
- Minimise unnecessary contact between staff. Consider dividing staff into fixed teams or shifts that do not crossover to reduce the risk of transmission.
- 
- Consider how you will minimise contact between staff and site visitors such as delivery personnel.
- 
- Consider if staff need any additional training to be able to implement your COVID-Safe Plan.
- 

## Ready for business

- 
- Print and display COVID-Safe materials (such as signage/posters on hygiene, physical distancing).
- 
- Check the condition of equipment and facilities to ensure they are fully functioning, such as gas, electricity, toilets.
- 
- If relevant, check food and beverages have not been contaminated or are now out of date.
- 
- Ensure all staff are aware of this plan and the requirements that are relevant to them.
- 
- Review obligations under existing legislation which will continue to apply.
-

- 
- Check that RESPIRABLE VIRUSES safety measures are risk assessed to ensure that any newly implemented measures do not create safety or security risks.
- 

## Response planning

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- Ensure you and your staff have a basic understanding of how to respond to a case of RESPIRABLE VIRUSES at the workplace.
- 

- A brief, step-by-step summary of actions to take is:
- 

1. Keep others away from the confirmed or suspected case. Talk to and assess the person concerned; if they need urgent medical help, call 000 immediately.

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2. If the person is at your premises when symptoms emerge, assess the situation and risks. Talk to the person about your concerns and next steps, and seek public health advice.

---

3. If well enough, ask the person to go home, and seek medical advice and testing for RESPIRABLE VIRUSES, and self-quarantine until a result is returned. Ensure the person has safe transport to get home; if not, you may need to arrange for a taxi.

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4. Close the premises, ask all patrons and unnecessary staff to leave and arrange for a full environmental and disinfection clean. Open doors and windows to increase airflow.

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5. Notify public health officials to ensure they can trace any contacts of this person and contain the spread. Ensure you keep attendance records to assist contact tracing.

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6. Public health officials will consider whether other staff, patrons or contractors may have been exposed to RESPIRABLE VIRUSES, and direct them to self-quarantine at home..

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- Regularly review your COVID-Safe Plan when required. Update it if needed, for example, if your place of doing business or the services you offer change.
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## COVID Marshals

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- If you wish to ensure your Voluntary COVID-Safe Plan is implemented as effectively as possible, you may choose to nominate COVID Marshals to supervise your business or activity.
- 
- A COVID Marshal's role is to supervise your operations and ensure that all people onsite comply with your COVID-Safe Plan and general COVID-Safe measures, including distancing, density, hygiene and cleaning, infection control, venue layout, ensuring stock of items like sanitiser, and any other measures you may have chosen to implement (such as keeping attendance records).
- 
- COVID Marshals must be familiar with their business or activity's COVID-Safe Plan. Owners, operators or people effectively in charge of a business or activity should provide a copy of their Plan to their COVID Marshal(s) and discuss the Plan and its implementation with them. This gives COVID Marshals the information they need to take reasonable action to ensure staff, patrons and other people comply with the Plan and the rules and recommendations in it.
- 
- It is recommended that people nominated as COVID Marshals have good customer service, people and communication skills, a solid knowledge of the business or activity's operations, and sufficient experience and authority among staff to supervise and give limited directions.
-



### Contact Information

For further information about Managing the risk of Contracting Respirable Viruses in the workplace and OSH Compliance contact  
MCIL/OSH Unit

P.O. Box 862, Apia, SAMOA | Telephone: (685) 20441/20442/20443  
Email: [mpal@mcil.gov.ws](mailto:mpal@mcil.gov.ws). Level 4, ACC House, Apia | Website:  
[www.mcil.gov.ws](http://www.mcil.gov.ws)