

# RACQ COVID SAFE PLAN

## RACQ MOBILITY CENTRE OF EXCELLENCE

### COVID SAFE PROTOCOLS

The RACQ Covid Safe Plan has been developed through research and data gathered from Safe Work Australia, WorkSafe QLD, industry bodies and stakeholder engagement, recognising RACQ's staged and slow return of employees, visitors, hirers, participants, and contractors to the RACQ Mobility Centre of Excellence (MCE / the Centre). The Plan demonstrates the risk assessment undertaken to manage and control the risk of Covid-19 in RACQ's workplaces as employees, visitors, hirers, participants, and contractors return to premises as well as for frontline staff that have remained on site during Covid-19.

Due to the evolving information around Covid-19, RACQ will continue to risk assess, monitor, and review these safety protocols and any changes will be escalated regularly through Centre Management.

#### OVERARCHING SAFETY PROTOCOLS – EMPLOYEES, VISITORS, HIRERS, PARTICIPANTS AND CONTRACTORS

RACQ has considered both Federal and State health advice in relation to the easing of restrictions and associated guidelines and used these as the basis for RACQ's Covid Safe Plan, and where applicable applied a conservative approach to apply further guidelines deemed appropriate to keep our workforce and the public safe. The Safety Protocols are:

Topic	Safety Protocols
Stay at home	<ul style="list-style-type: none"> <li>• If an individual is not required to be at the Centre, they should remain working from home.</li> <li>• Individuals returning to the Centre prematurely (i.e. without prior arrangement with Centre Management) will be instructed to return home.</li> <li>• Individuals are responsible for being aware of their own health and any developing medical conditions or symptoms.</li> <li>• If an individual displays any symptoms consistent with Covid-19, they are not to attend the Centre until they return a negative result to a Covid-19 test.</li> </ul>
Vulnerable persons	<ul style="list-style-type: none"> <li>• Vulnerable persons are to be considered, assessed, and managed (higher risk if exposed to Covid-19, high risk to stay home).</li> </ul>
Review of RACQ premises on re-entry	<ul style="list-style-type: none"> <li>• Ensure ventilation is operating effectively for planned use areas.</li> <li>• Individual adjustment devices for ventilation should be avoided (i.e. control centre access removed as needed).</li> <li>• Cleaning regimes will be established including a documented schedule.</li> </ul>
Re-onboarding employees and users of Co-Working Spaces	<ul style="list-style-type: none"> <li>• Employees to undertake mandatory RACQ Covid Safe E-Learning.</li> <li>• Employees to receive return to premise hygiene pack including specific transition information, seating allocation, safety and hygiene information, and specific information regarding equipment or tools employees need to have or bring.</li> <li>• Employees and users of Co-Working Spaces are responsible for ensuring their workstation has been ergonomically set up. Information will be provided to employees on ergonomic champions in each area and may seek assistance from them.</li> <li>• Employees are required to request access to additional specialised equipment (medical cases that require a special chair or sit stand desk) not already in place prior to work from home transition. Consideration should be given to whether it is more suitable for the individual with particular needs to remain working from home</li> </ul>
Bookings	<ul style="list-style-type: none"> <li>• Ensure that booking numbers are in line with current Government regulations.</li> <li>• Ensure increased time between hiring periods to avoid congestion/gatherings and to allow sufficient time for cleaning.</li> </ul>

Entry to the Centre including VMA/MMA	<ul style="list-style-type: none"> <li>• On arrival at the Centre you will be required to press the intercom at the boom gate. This is a high frequency touch point which will be cleaned daily, with users requested to sanitise following use.</li> <li>• Access gate locks and training zone boom gates are also high frequency touch points which will be cleaned daily, with users requested to sanitise following use.</li> <li>• All employees, visitors, hirers, participants, and contractors are encouraged to keep hand sanitising wipes / gel in their vehicles and sanitise their hands regularly.</li> <li>• Employees, visitors, hirers, participants, and contractors are discouraged from carpooling to arrive at or leave from the Centre.</li> </ul>
Arrival at the Administration Building / Training Zones	<ul style="list-style-type: none"> <li>• On arrival at the Administration Building (carpark and building), ensure appropriate distancing and if there are multiple people entering / exiting at any given time (one-way entry and exit flows are encouraged).</li> <li>• On arrival at reception, sanitise your hands using the hand sanitiser provided.</li> <li>• Ensure you remain 1.5m from other individuals in the foyer, using the relevant floor markers as visual indicators.</li> <li>• Depending on your circumstances you will sign in via the paper logbook or via the Rapid Induct system. For the former please select a pen from the container marked “clean-pens” and dispose the pen in the container marked “used-pens”.</li> <li>• For the latter, the screen of the Rapid Induct system will be regularly sanitised, however be mindful to re-sanitise your hands after use.</li> <li>• On signing out, ensure you practice the same hygiene practices as outlined above.</li> <li>• Centre Management to facilitate appropriate sign in / out at the Administration Building via the paper logbook or via the Rapid Induct system.</li> <li>• Centre Management to ensure used pens are removed and cleaned daily and to clean the Rapid Induct screen after each user with disinfectant wipes.</li> <li>• Centre Management to ensure sign in / out facilities located at the Skid Pan, VMA or LVMA are sanitised between hirers.</li> <li>• For those hirers accessing training zones on the weekends sign in / out using the paper logbooks located at the Skid Pan, VMA or LVMA</li> <li>• Hand sanitiser will be available at all Training Zone (buildings / driver exchanges) please clean your hands before and after touching high frequency touch points (logbooks, padlocks, door handles etc).</li> <li>• Please note these zones will be hygienically cleaned between hirers (including weekends).</li> </ul>
Physical distancing	<ul style="list-style-type: none"> <li>• Review of floor layout to maintain 4m squared space (per individual) in every workplace (building floor).</li> <li>• Review of layout to adhere to physical distancing guidelines to keep everyone in the workplace at least 1.5 metres physically apart.</li> <li>• Implementation of maximum attendance rates for employees, visitors, hirers, participants, and contractors at the Centre to limit the number of people at any one time. Centre Management will ensure this is achieved when making bookings.</li> <li>• Centre Management to design and apply team rotations / split rosters for onsite attendance to limit whole of team exposure risk (limit to approx. 50% of team on site at any one time).</li> <li>• Rosters to complement succession plans so that managers and their designated successor are not on site together, nor are entire leadership teams.</li> <li>• Staggered start and finish times to avoid congestion</li> <li>• Daily understanding of employees on sites (where, how many).</li> <li>• Employees’ desks and desks located in the R&amp;D Workspace and Co-Working Spaces to be back to back or beside at required distance, not facing each other in open plan.</li> <li>• Where possible use one-way flow for entry and exits for all buildings.</li> <li>• Barricade, sign/mark and close off areas not to be used by employees.</li> </ul>

	<ul style="list-style-type: none"> <li>• As a default, meetings should continue via Microsoft Teams and meeting rooms should only be used where absolutely necessary. Hirers will be permitted to use training rooms assuming attendance rates and physical distancing is observed.</li> <li>• All meetings need to be split to ensure that not all team members or management groups meet in the room at one-time (i.e. split between face to face and via Microsoft Teams. This applies to all levels in the organisation).</li> <li>• Meeting rooms not available for use shall be barricaded and signed as appropriate.</li> <li>• Meeting rooms determined to be available must be booked via Centre Management and a record of ALL attendees recorded in the calendar event as required by WorkSafe QLD guidelines and to support future contract tracing if required.</li> <li>• Meeting rooms determined to be available shall have maximum occupancy levels posted and chairs in excess of this number removed.</li> <li>• Meeting rooms determined to be available shall have disinfectant wipes (or spray) located inside and all meeting room users MUST wipe down surfaces prior to vacating the room.</li> <li>• Where a situation arises that requires an individual is to be moved to a closed meeting room (i.e. first aid incident, mental health incident etc), Safety and Wellbeing must be notified, and the cleaning requirements specified above shall be applied.</li> <li>• Employees, visitors, hirers, participants, and contractors to remain in their allocated building / training zone and access proximity amenities only, observing physical distancing at all times.</li> <li>• Break times should be considered to reduce gatherings and maintain physical distancing requirements; use of outside / open air areas for breaks where possible.</li> <li>• Interdepartmental transfer of goods etc should be avoided at this time. If required, a designated drop off and pick up should be arranged (i.e. mailroom or utilities area).</li> <li>• No personal items to be delivered to the Centre.</li> <li>• Employees, visitors, hirers, participants, and contractors are discouraged from carpooling to and from the Centre and at breaks.</li> <li>• Common areas:             <ul style="list-style-type: none"> <li>○ Regulate high use areas with some direction and to avoid congested areas.</li> <li>○ Use visual markers to denote what 1.5m looks like as a reminder to maintain physical distancing.</li> </ul> </li> </ul>
<p>Movement around the Centre</p>	<ul style="list-style-type: none"> <li>• Movement around the Centre should be limited to one person per vehicle, or at most two individuals with the passenger seated in the back of the vehicle.</li> <li>• When moving between access-controlled zones (i.e. the Skid Pan, VMA, MMA, LVMA or Road Circuit) ensure your hands are sanitised before and after opening / closing the boom gates. These high frequency touch points will be cleaned regularly.</li> <li>• All employees, visitors, hirers, participants, and contractors are encouraged to keep hand sanitising wipes / gel in their vehicles, and we encourage regular sanitisation.</li> </ul>
<p>Cleaning</p>	<ul style="list-style-type: none"> <li>• Increased and targeted cleaning of high frequency touch points.</li> <li>• Systematic and scheduled / documented cleaning to meet needs of areas in use.</li> <li>• Ensure access to closed bins to enable safe disposal of used tissues, wipes, or other potentially contaminated items.</li> <li>• Centre Management will ensure buildings across the Centre (i.e. high frequency touch points) will be cleaned regularly and between hirer bookings.</li> <li>• Centre Management will ensure provision of education on requirements and access to adequate and safe cleaning products.</li> <li>• Post training event management (area immediately closed off) and cleaning to follow QLD health requirements:(<a href="https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/industry-and-businesses/resources-and-fact-sheets-for-industry/covid-19-cleaning-and-disinfection-recommendations">https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/industry-and-businesses/resources-and-fact-sheets-for-industry/covid-19-cleaning-and-disinfection-recommendations</a>)</li> </ul>

Hygiene	<ul style="list-style-type: none"> <li>• All employees, visitors, hirers, participants, and contractors are required to remain away from the Centre when feeling unwell.</li> <li>• In consultation with Hirers, Centre management may be required to cancel events/activities due to Covid related hygiene issues, if these cannot be proficiently rectified.</li> <li>• Prominent and sufficient placement of hand sanitiser located across the Centre.</li> <li>• Employees are encouraged to increase handwashing (before and after food, if blowing nose, and when toileting).</li> <li>• Signage around safe hygiene practices in prominent places as reminders.</li> <li>• Clockwise movement of individuals is promoted and signed in close contact areas (i.e. kitchenette areas).</li> <li>• Individuals to use own keyboard and mouse and will be responsible for bringing to and from the workspace each shift / workday.</li> <li>• Individuals responsible for wiping down their workspace at beginning and end of shift / workday. Sanitiser and / or wipes will be provided.</li> <li>• Implementation of a clean desk policy (i.e. including R&amp;D Workshop and Co-Working Spaces). Remove personal or unnecessary items from desks, kitchenette areas.</li> <li>• No communal food for employees, visitors, or contractors (i.e. individuals should bring their own food, utensils and crockery and take items home after each shift / workday).</li> <li>• Hirers and participants using catering services to ensure no sharing of utensils (i.e. for serving food). Caterers to ensure only disposable items are used and strict hygiene practices are followed during the preparation of food.</li> <li>• Hirers and participants making use of catering services and communal dining to ensure appropriate physical distancing whilst serving food (i.e. one-way queues) and eating in dining areas. Caterers are to ensure these areas are cleaned after each meal served.</li> <li>• Dirty dishes not to be left in kitchenettes at any time. Employees and users of Co-Working Spaces are responsible for immediately cleaning the areas.</li> <li>• All rubbish to be placed in rubbish bins and not left at any desk area.</li> <li>• Desks not to be used will be clearly marked to avoid contamination.</li> <li>• It is recommended that rotational employees use the same desk each time (shift / workday).</li> <li>• Use of communal printers and other devices (white boards, pens etc) should be avoided if possible (hygiene and physical distance risk). Where not possible, employees to follow hygiene guidelines.</li> <li>• Change rooms / shower facilities (accessible toilet is exception) to remain closed for use at this time (sign on doors indicating this).</li> <li>• Goods receiving at the Administration Building reception should have elevated hand sanitising regime to handle outside goods.</li> <li>• First Aiders to maintain 2 masks and gloves access at all time when working on any site.</li> <li>• Any employee, visitor, hirer, participant, or contractor becoming unwell should be isolated away from others; a first aider should be notified for immediate management. Refer to <i>Safety Protocols for Suspected or Confirmed Case</i>.</li> <li>• Should you start feeling unwell after arrival at the Centre please isolate yourself and vacate the Centre as soon as practical. Seek medical advice and ensure your Hirer Representative, Principal Contractor or Centre Management (as is appropriate to your situation) is advised via telephone as soon as possible and provide details of individuals that they were with at site on that day to the Centre management.</li> <li>• All employees should diarise / record engagements with other employees where they are in proximity to other people for 15 min or more.</li> </ul>
Safety regulatory requirements	<ul style="list-style-type: none"> <li>• Standard safety regulatory requirements to be maintained in relation to safety (i.e. fire warden and First Aid needs for occupancy numbers and risk)</li> </ul>

**EXCLUDED SAFETY PROTOCOLS**

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The following safety protocols will not be adopted by RACQ:

Safety Protocols	Objective	Recommended Guideline
Facemasks to all employees	Facemasks have been identified as one form of PPE to prevent the spread of the virus	<p>RACQ will provide facemasks only to those staff that have been identified as high risk or work in a high-risk work environment. Visitors, hirers, participants, and contractors are advised to adopt a similar approach to the use of facemasks.</p> <p>Any staff, visitors, hirers, or participants attending the Centre may choose to wear a facemask. Should an individual request a facemask this would not be refused.</p> <p>RACQ will communicate and educate employees on known controls such as good hygiene measures, physical distancing, workplace cleaning and personal protective equipment (PPE). Strict guidelines will be developed that will require employees to tell management if they are feeling unwell and require them to go home.</p>

**ASSURANCE ACTIVITIES**

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The following assurance activities will be undertaken:

- Mandatory RACQ Covid Safe E-learning completed by individuals before returning to premises.
- Use of *Worksafe Checklists* for various activities (physical distancing, cleaning, signage in place, Covid safety specific procedures that apply and PPE requirements in use, observations etc).
- Monitor of controls in work areas should be managed within current role requirements (managers, cleaners, safety, risk).
- Review of work from home numbers and at work numbers to be up to date and maintained by management area for review if requested.
- As travel intrastate, interstate, and international travel restrictions are relaxed, RACQ shall maintain oversight of all work-related travel, and international personal travel and apply mandatory isolation requirements in accordance with Government advice applicable at the time.

**Note:**

RACQ’s work activities aligns to the Queensland Government’s definition of ‘Leaving the house for work’.

Definition: **Leaving the house for work:** You are able to leave your house to go to any kind of work that that is not listed as a non-essential business or activity under the Non-essential business, activity and undertaking Government Closure Direction and that cannot be done from home

<https://www.covid19.qld.gov.au/government-actions/gatherings>

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**HAND SANITISER**

The map below illustrates the location of hand sanitiser across the Centre zones, as indicated by this logo

