

Subject: Covid-19 Contamination Prevention Protocols 31<sup>st</sup> March 2020

To our valued clients, business partners, contractors and customers

Attention: HR/Safety Managers and staff

Dear concerned citizens,

We understand certain essential services need to continue at this time. In order to support Government and Industry to run allowed activities, while still ensuring best practice safety and compliance with current Government directives, Heightsafe Solutions have implemented our Covid-19 Contamination Prevention Protocols as follows.

### **We undertake to comply with the directions provided in the Public Health Orders**

Public health orders have been issued to protect the community and reduce the spread of COVID-19 infection.

#### **Stay at home**

You must stay at home unless you are going to

- work (where you can't work remotely)
- school or an educational institution
- shop for food and essentials
- get medical care or supplies
- exercise.

#### **You may only leave home with a reasonable excuse, including to**

- avoid injury or illness or escape a risk of harm
- deal with emergencies or on compassionate grounds
- access childcare
- provide care or assistance (including personal care) to a vulnerable person or to provide emergency assistance
- attend a wedding or funeral (subject to 5 and 10 person limits)
- move to a new place of residence, or between your different places of residence
- donate blood
- undertake legal obligations
- access social services, employment services, services provided to victims (including as victims of crime), domestic violence services, and mental health services
- continue existing arrangements for access to, and contact between, parents and children for children who do not live in the same household as their parents or one of their parents
- go to a place of worship or to provide pastoral care if you are a priest, minister of religion or member of a religious order.

**Our valued clients, business partners and contractors should be aware that these restrictions are enforceable under the Public Health (COVID-19 Restrictions on Gathering and Movement) Order 2020, effective 31 March 2020.**

**We undertake to comply with the directions provided in the Public Health (COVID-19 Restrictions on Gathering and Movement) Order 2020 under the Public Health Act 2010**  
Dated 30<sup>th</sup> March 2020

Link to Order:

<https://tinyurl.com/GatheringMovement-300320>

This Order contains a Schedule of Essential Gatherings – Schedule 1

When required operationally to ensure continuity of businesses, our training or consulting services delivered on site must meet the description activity of Item 11 namely:

*11 a gathering at an office building, farm, factory or mining or construction site that is necessary for the normal operation of the building, farm, factory or site*

Notwithstanding the above the Direction of the Minister directs that, where permitted within the Schedule, the gathering can only occur where there is 4 square metres of space for each person on the premises, while maintaining a 1.5m separation between persons.

**We undertake to comply with the directions provided in the Public Health (COVID-19 Quarantine) Order, 2020, under the Public Health Act 2010**  
Dated 16<sup>th</sup> March 2020

Link to order:

<https://tinyurl.com/Quarantine-160320>

*This Order contains Ministerial direction that a person who arrives in New South Wales and who has been in a country other than Australia within 14 days before that arrival must after that arrival isolate themselves for a quarantine period of 14 days. The direction does not apply to the flight crew of aircraft or person transiting through an airport in New South Wales on their way to another State or Territory or another country.*

**We undertake to comply with the directions provided in the Public Health (COVID-19 Self-Isolation) Order, 2020, under the Public Health Act 2010**  
Dated 25<sup>th</sup> March 2020

Link to Order:

<https://tinyurl.com/SelfIsolation-250320>

*This Order contains Ministerial direction that a person diagnosed with COVID-19 must immediately travel to a residence or place that has been determined to be suitable for the person to reside in or to a hospital for assessment. On leaving or being discharged from the hospital, the diagnosed person must travel directly to a residence or place of that kind. The diagnosed person must, except in specified circumstances, remain at the residence or place and not permit any other person to enter the residence or place until medically cleared.*

**Our specific company protocols being observed when conducted allowed activities are:**

We will check for most recent Government directives provided for the allowed activity, and, if allowed to proceed we will;

- conduct a safety brief using the guidelines in this document prior to undertaking any group activity to ensure participants understand their obligations under Law, and their requirement to maintain appropriate hygiene protocols.
- All group members will be advised on the requirements to help prevent the spread of COVID-19 (or the flu), namely:
  - wash your hands frequently with soap and water, before and after eating, and after going to the toilet
  - cough into your elbow or into a tissue and immediately put the tissue in the bin, and
  - if unwell, avoid contact with others (stay more than 1.5 metres from people).
- We will conduct a non contact temperature assessment with individuals prior to interacting for training or consulting services, unless we can verify that the company has already conducted such a test that day. An elevated temperature reading will be cause to exclude them from that activity or group and they will be advised to leave the area for appropriate treatment and / or self-isolation.
- Any people presenting with a cough, or cold or flue like symptoms will be advised to leave the area for appropriate treatment and / or self-isolation.
- We will make disposable nitrile gloves and hand sanitiser available for the activity.
- PPE height safety equipment is to be allocated and handled by the individuals using the equipment.
- Equipment with hard surfaces are to be wiped with disinfectant cloth before use.
- Equipment with soft surfaces e.g. harness or lanyard webbing or ropes are to be packed in individual bags.
- All equipment used to be held in isolation for 72 hours before next use.
- Hands are to be washed after handling equipment and paperwork.
- Groups are to maintain 4 square metre space per allowed gathering directive, and 1.5 metre space between persons directive during allowed activity.
- Members of the group are to be instructed to follow current Government hygiene advice as provided on the following page

## Practise good hygiene by

- making sure to clean your hands thoroughly for at least 20 seconds with soap and water, or an alcohol-based hand rub
- cover your nose and mouth when coughing and sneezing with a tissue or a flexed elbow
- avoid close contact with anyone with cold or flu-like symptoms.

## Make sure you stay home if you are sick.

Handwashing is to be undertaken for 20 seconds in accord with current Government advice:



A link to this handwashing guide may be found here:

<https://www.health.nsw.gov.au/pandemic/Publications/hand-wash-community.pdf>



The safety and well being of the people that we work and interact with will always remain our highest priority.

Should you have any questions or concerns regarding our Covid-19 Contamination Prevention Protocols please don't hesitate to call me directly.

Best regards,

Jon McQuade



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