

# **AWRFS Warehouse and Van Driver Volunteers and Staff COVID-19 Risk Management Strategy Infection Strategy as at 3 April 2020**

It is a critical responsibility that AWRFS has to take care of the health and safety of their employees and volunteers and others at the workplace.

This includes:

- providing and maintaining a work environment that is without risk to health and safety; and
- adequate facilities for volunteers in carrying out their work.

AWRFS as an employer and a responsible organisation, is identifying the specific risks at the warehouse and in our vans, and where possible eliminating or minimising these risks.

## **FoodShare's warehousing and drivers are at potential risk of exposure to COVID-19**

Our warehousing and logistics volunteers are essential in keeping AWRFS's supply chain operational. Due to the nature of the work, most of our volunteers cannot work from home and must continue to interact with volunteers and other persons at the FoodShare warehouse.

Volunteers and other persons in close proximity to one another increases the risk of exposure to COVID-19. We are doing everything reasonably practicable to keep our volunteers a safe distance apart.

## **Managing the risks of exposure to COVID-19**

### **Physical distancing**

Physical distancing is be challenging in our warehouse, but it is a key measure to minimise the spread of COVID-19.

- We are limiting physical interactions between volunteers and other persons.
  - We have introduced new rosters which limit the number of volunteers on the warehouse floor to 8 each day.
  - We have also split the warehouse into 2 zones, the order assembly zone with 6 volunteers and the stock receival zone with 2 volunteers.
  - The office admin is a third zone with only 2 admin volunteers at a time in that space.
  - We also have admin staff and fund raising staff working from home.

- We are reviewing tasks and processes that usually require close interaction and modifying these to increase physical distancing between volunteers where practical and safe to do so.
- We have Postpone non-essential gatherings.
- The van drivers are now going out with only a driver, no shotgun's will be used.
- If we introduce shifts we will allow additional time between shifts to limit staff interaction and enable time for cleaning.
- We are using our mobile phones to communicate.
- We are reducing the number of volunteers in the lunch room to 4 at any given time.
- We have removed all but 4 chairs from the lunch room.
- We have new policies which eliminates close contact between our volunteers and our agencies picking up orders.
- We have stopped all non essential visits to the warehouse.
- We are conducting meetings with the board , the fund raising team and other vital organisations by video conference where required.
- We have placed signage about social distancing around the workplace.
- We are considering installing new audio visual systems (with new software) to allow for non-face to face comms to reduce the need for close quarters interaction.

We have nominated responsible people (Peter M , Doug G and Carolyn) to make sure our volunteers are following the rules for social distancing.

### **Health checks and quarantine**

The health of our volunteers is being checked for key symptoms of COVID-19, such as fever.

- We have directed all our volunteers (whether they are at the workplace or not) to report to the manager, Peter Matthews if:
  - they are experiencing any symptoms
  - they have been, or have potentially been, exposed to a person who has been diagnosed with COVID-19 or is suspected to have COVID-19 (even if the person who is suspected to have COVID-19 has not yet been tested), or
  - they have undertaken, or are planning to undertake, any travel.
  - they observe another worker is displaying any symptoms.
- We will prohibit volunteers from working if they are displaying symptoms.
- We will prohibit volunteers who have contracted COVID-19 from returning to the workplace until they provide evidence they are clear of the virus.

### **Hygiene**

### **Environmental cleaning**

The amount of time COVID-19 survives on objects and surfaces will vary. Environmental cleaning is one way to remove COVID-19 particles.

We are increasing cleaning schedules throughout the warehouse and vehicles in relation too;

- Frequently touched surfaces (such as handrails, trolleys, fork lift and walker stacker controls and doors) are being cleaned frequently using appropriate detergent or disinfectant solutions.
- *Workplace* amenities including lunch rooms and toilets, are being cleaned industrially (with sanitizer) and the frequency of this cleaning has been increased.

We are also considering reducing the number of touch points for volunteers. For example, leaving access doors open, where appropriate.

Volunteers are being provided with cleaning agents and trained to clean down plant or equipment (e.g. forklifts or trolleys) immediately after use.

Gloves and hand sanitiser are available throughout the workplace and their use compulsory. Hand sanitiser is available at entry and exit points to ensure all volunteers use it when arriving and leaving.

To minimise the risk of exposure to COVID-19, the people cleaning must wear gloves and use alcohol-based hand sanitiser before and after wearing gloves.

### **Worker hygiene**

**Volunteers are required to practice good hygiene.**

**This includes:**

- covering coughs and sneezes with an elbow or a tissue
- immediately disposing of tissues properly
- washing hands often with soap and water, including before and after eating and after going to the toilet
- using alcohol-based hand sanitisers
- cleaning and disinfecting surfaces and shared equipment after use
- washing body, hair (including facial hair) and clothes thoroughly every day
- staying more than 1.5 metres away from others, and
- reporting and staying home if experiencing any symptoms.

In addition, to prevent the spread of COVID-19, volunteers should also:

- avoid touching their face
- avoid handshakes or any other close physical contact
- refrain from spitting at all times, and

Our washroom facilities do have, at all times, adequate supplies for good hygiene, such as adequate supply of soap, water and toilet paper. Washroom facilities are kept clean, properly stocked and in good working order.

We are well stocked with alcohol-based hand sanitiser.

To enhance worker hygiene standards, we also:

- adequately delineate between work and common areas. This includes reminding volunteers (with posters or through training) to wash or sanitise their hands before entering and exiting a common area.
- inform volunteers of workplace etiquette and standards that are expected when utilising these common areas (cleaning up after yourself, placing rubbish in bins provided, avoiding putting items such as phones on meal surfaces etc.)

### **Deliveries and contractors attending the workplace**

Non-essential visits to the workplace have all been cancelled or postponed.

Deliveries and other contractors who need to attend the workplace are given clear instructions of our requirements while they are on site.

We are minimising the number of volunteers attending to deliveries and contractors as much as possible. Hand sanitiser is available and must be used by volunteers after physically handling deliveries.

We are directing visiting truck drivers to remain in their vehicles and use contactless methods such as mobile phones to communicate with our volunteers wherever possible.

We have requested that our delivery drivers and contractors use, electronic paper work where possible, to minimise physical interaction. Where possible, we are setting up alternatives to requiring signatures.

### **Keep volunteers informed**

We are providing all our volunteers information about the *risks* of exposure to COVID-19. Where required, volunteers will be trained in infection control.

### **Consultation and communicating with volunteers**

We are consulting with volunteers on health and safety matters relating to COVID-19. We are encouraging our volunteers to express their views and suggest ideas to enhance our policies related to COVID-19.

Volunteers know about the *risks* of their work better than anyone else. We are involving them to help build a commitment to these processes and changes to work practice.

We are communicating clearly with our volunteers about all the *control measures* being put in place, and we are providing them with clear direction and guidance about what is expected in our warehouse.

Volunteers have been told:

- when to stay away from the workplace
- what action to take if they become unwell
- what symptoms to be concerned about.

We are reminding volunteers that they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

We have encouraged volunteers to discuss their concerns with the manager (Peter) and warehouse coordinator (Doug).

Additional support is being offered for volunteers in higher risk categories.

## **AWRFS Risk Strategy if an infection occurs**

Scenarios.

A volunteer/staff member tests positive to COVID-19:

- All volunteers and staff on the shift with that manager go into 14 day self-isolation.
  - If manager is included in the self-isolation
    - Managers from home
    - Warehouse coordinator manages the day to day running of the warehouse
  - If the coordinator is included in the self-isolation
    - Volunteer leaders will manage day to running of the warehouse
- Assumptions and actions required
  - Manager and Coordinator cannot be working in the warehouse at the same time
    - 2 shifts required with completely separate team members
    - We have at least 8 volunteers who take leadership roles, as of today.
  - Management tasks that can be completed remotely (not an exhaustive list)
    - Rosters
    - Accounting – Accounts Payable, Receivables follow up
    - Stock and consumables ordering
    - Volunteer recruitment
    - Interviewing potential new volunteers
    - Policy development
    - Phone coaching
    - Email monitoring
    - Phone monitoring
    - Food Supply coordination
    - Donation strategies

2 or more volunteers test positive to COVID-19 if on the same team.

- As above if on the same team

If volunteers on both (different teams) test positive

FOODSHARE CLOSURES FOR A PERIOD OF TIME, dependent on circumstances involving availability of staff and volunteers.

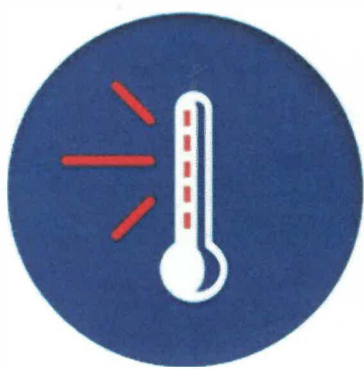
After a closure due to an infection, which may be only 1 week, the following procedures will be adopted (this is not an exhaustive list):

- The warehouse will be left unattended for 72 hours
- Warehouse will be deep cleaned which involves sanitising the entire warehouse space and all the equipment and tools used in processing stock. This task would be executed by professional cleaners
- A volunteer team will be selected from those who had no exposure to the virus to operate the warehouse
- Warehouse reopens

# Important Safety Measures



Coronavirus (COVID-19) is an infectious disease that spreads through contact with an infected person. To help keep our volunteers, staff and community safe, please obey the following;



Please **DO NOT ENTER** the FoodShare warehouse if you:

- Are unwell or have experienced symptoms of an illness in the past 14 days (eg; cough, cold, fever, sore throat, breathing difficulties, headaches).
- If you have been in contact/visited anyone who is being tested for or has tested positive for the coronavirus.
- If you have been overseas, or in contact/visited anyone who has returned from overseas, in the past 14 days.

It's more important than ever to practice good hygiene. This includes;



- Washing your hands regularly with soap and water.
- Use a tissue or your elbow to cover your mouth when you sneeze or cough.
- Respect and maintain physical distancing of 1.5m.
- Don't touch other people.
- Avoid touching your face.
- Sanitise equipment throughout your shift.

Please call 0418962137 if you meet any of the risk criteria above. Thank you.

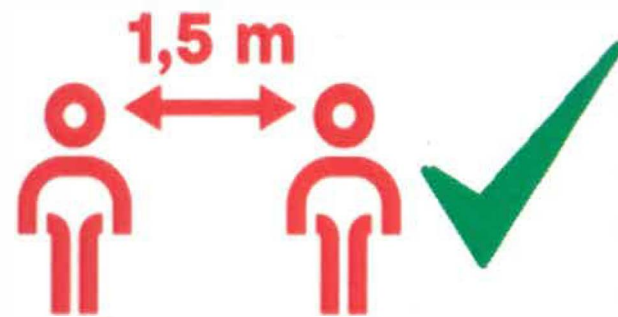
# YOU CAN REDUCE THE SPREAD OF CORNAVIRUS:



**1 Wash your  
hands with soap  
and water before  
and after eating**



**2 Practice social  
distancing in  
shared areas**



**3 Do not share  
food or leave food  
to share on tables**

