# COVID-19 Policy & Action Plan

## About this release

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| Rev 1 | 16/03/2020 | Policy Advice Version 1 | Hamish Duff |
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## Endorsement of COVID-19 Policy

*Hamish Duff*

17 / 03 /20

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Managing Director                                                          Date

*Dale Doyle*

19 / 07 /21

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General Manager                                                           Date

# Table of Contents

# 1.    COVID-19 Plan

## 1.1    Scope of this Plan

This document outlines the general plan Mastercom will use to work through the COVID-19 pandemic.

## 1.2    Mastercom's COVID-19 Principles

Mastercom response to COVID-19 is based on 5 principles

1) Protect employee's

2) Mange the supply chain

3) Work closely with customers

4) Prepare for stay safe and operational in the event the economy is further shut down, for example if suppliers, schools or other major impacts occur

5) Ongoing Awareness and Communications

## 1.3    Protect Employees

Currently in Australia, people most at risk of contracting the virus are people who have: been overseas recently; and/or been in close contact with someone who is a confirmed case of Coronavirus.

The health and safety of our workers is our first priority, and in response to this evolving situation, Mastercom is taking an appropriate range of actions including:

- Closely monitoring official Government sources for current information and advice;

- Minimising work travel, in line with the travel advice on the Australian Government's Smartraveller website;

- Advising Employees to self-isolate at home if any symptoms of COVID-19 occur;

- Directing people that can work from home when it's not critical to be in person for meetings and ensuring they have all necessary equipment available to them to conduct their work remotely;

- Providing regular updates to employees about the situation and any changes to organisational policies or procedures;

- Contingency planning to prepare for staff absences; Providing workers with information and links to relevant services should they require support; and ensuring workers are aware of the isolation/quarantine periods in accordance with advice from the Australian Government Department of Health - this includes information on when staff should not attend work;

Workers also have a duty to take reasonable care for their own health and safety and to not adversely affect the health of others.

- Workers are reminded to always practice good hygiene and other measures to protect themselves and others against infection;

- This includes: Washing hands often, with soap and water, and/or carrying hand sanitiser and using it as needed;

- Covering coughs with the bend of your elbow or a tissue; Avoiding touching your mouth, eyes and nose; Avoiding crowded, enclosed places;

Taking personal responsibility and measures to protect yourselves;

- Where in person meetings are required at our office or a client's office, remain a distance of one metre from other individuals and do not shake hands;

- If you feel unwell, even with a slight fever and/or cough, stay home, do not interact with other people, and notify Management immediately;

- If any minor cold and flu symptoms escalate to a fever, cough and/or difficulty breathing, seek medical care early, but first make a phone call to your doctor to seek advice on what to do. Keep Management updated daily on your condition;

Further information and updates are available here:

https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

## 1.4 Manage the Supply Chain

Mastercom has been working with all suppliers to monitor the impact of supplies. We believe that the situation will deteriorate further as component supplies from China begin to impact on stocks.

A) Mastercom has contacted key suppliers and sort advise on supply issues
B) Where possible for key projects replacement products are being sort, any impacts on current projects are being advised to effected customers directly
C) Mastercom will continue to work with suppliers to obtain updates on any effected products

## 1.5 Work Closely With Customers

Mastercom will work closely with customers to keep critical systems operational and provide timely service when required.

A) Mastercom will contact key customers and provide communications on any support impacts
B) Mastercom will regularly advise key customers and update support arrangements in the case of staff or other changes
C) For key projects any impacts will be advised to effected customers directly

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## 1.6    Keep Safe & Operational

If the situation deteriorates and other major impacts occur, or we begin have staff directly impacted by COVID-19 Mastercom may move to a keep safe and operational mode.

A)   Mastercom will form separate support teams that are kept separate from each other

B)   Prioritise critical and non-critical functions

C)   Remote work to support systems where possible

D)   Minimise non-essential field work

E)   Mastercom will regularly advise key customers and update support arrangements in the case of staff or other changes

## 1.7    Awareness and Communication.

Management is keeping abreast of all updates from NSW Health in regards to COVID-19.  The following steps are taken to inform employees and contractors.

- Closely monitoring NSW Health orders in times of importance;

- Access  https://www.health.nsw.gov.au/Infectious/covid-19/Pages/latest-updates.aspx  to confirm rules and requirements;

- Prioritise critical and non-critical functions;

- Communicate with all appropriate employees and contractors;

- Follow up awareness with employees on a regular basis with advice on specific customer requirements prior to scheduled jobs, projects and site works;

- Mastercom employees that access critical works are participating in surveillance testing.  To manage compliance, records of employee status are maintained as part of keep safe and operational procedures;