

COVID-19 Response Management

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Authorised by: Head of Manufacturing and Head of Logistics	Approved by: Corporate Technical Manager		

# COVID-19 Response Management

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SECTION	CHANGES IN THIS VERSION
4	New definition – Infectious period
5	Point 9 – slight change of wording, no change to intent
6	New Section detailing COVID-19 and Food Safety
7	Point 4 – inclusion of omitted word – ‘personal’ hygiene
9	Point 1 – Additional sentence at the start to further explain the need for visitor/contractor controls
10.6	Point 6 – clarification that 4hourly activities are disinfections
11.2	Point 1 – additional wording to indicate that all areas “of contact risk” are to have increased cleaning frequency. Point 2 – Update to clarify the frequency of cleaning and disinfection for lunchrooms, toilets and change rooms
12	Update to point 3 in the flow diagram to change the contact tracing period from 14 days to ‘infectious period’.
12.3	Point 3 – Inclusion of the use of the contact tracing template. Point 4 – updated to change the contact tracing period from 14 days to “during the Infectious Period and any subsequent time before the person began self-isolating”. Contact tracing is to include all site-based persons, visitors and contractors. Additional contact tracing may be required as directed by health authorities

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**1 Purpose**

Sanitarium’s priority is employee safety at all times, including periods of significant infectious risk. We aim to provide sustainable and safe employment, as well as a regular supply of high-quality foods for Australia, New Zealand and beyond.

How employees interact with each other in our Manufacturing and Distribution areas as a result of the COVID-19 pandemic is critical for the safety of our staff and a sustainable business.

This document sets out a framework within which Sanitarium intends to achieve safe person-to-person contact in our workplaces so that neither employees nor the business is exposed to unacceptable risk.

**2 Scope**

All Sanitarium Manufacturing and Distribution sites in Australia and New Zealand.

**3 Responsibilities**

**Head of Manufacturing**  
**Head of Logistics**

- Identification of direct and indirect contributors
- Approve access to sites by indirect contributors

**Site Management**

- Implementation of COVID-19 controls
- Education of employees about COVID-19 controls
- Provide adequate hand wash facilities and products (eg soap and hand sanitiser) to allow employees to maintain good personal hygiene practices
- Maintenance of documents and records relating to COVID-19 management

**Employees**

- Understand their obligations in supporting Sanitarium’s COVID-19 controls
- Maintain good personal hygiene practices, particularly handwashing
- Ensure compliance with requirements, including social distancing in the workplace
- Take measures to ensure reasonable care for their health and to not adversely affect the health of others
- Notifying their supervisor if they test COVID-19 positive or are identified as a close contact of a confirmed COVID-19 person

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## 4 Definitions

**Casual Contact** When an employee has been in contact with a person who has tested positive for COVID-19 when that person was infectious, and the contact meets the following criteria:

1. Face to face for less than 15 minutes, or
2. In the same closed space for less than 2 hours (not cumulative)

Casual contact is similar to the contact that an employee might expect outside of the workplace such as in stores, on footpaths, railway stations, and other social contact areas considered by authorities as essential for society to function.

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**Cleaning** The removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

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**Close Contact** When an employee has been in contact with a person who has tested positive for COVID-19 when that person was infectious, and the contact meets the following criteria:

1. Greater than 15 minutes of face-to-face contact in any setting with a confirmed case or
2. Sharing of a closed space with a confirmed case for a prolonged period (e.g. more than 2 hours, (not cumulative).

Classification of **close contacts** for contact management purposes within a larger and ill-defined factory and warehouse **closed space** areas with one or more confirmed cases of COVID-19 should be made on a case-by-case basis in consultation with a health professional.

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**Closed Space** An area within a building with contiguous floor, walls, doors and ceiling. (Note: larger factory and warehouse areas that are not easily defined as closed space will require case-by-case risk assessment by a health professional for contact management purposes).

Distancing requirements for well-defined closed space such as offices and meeting rooms recommend a minimum space requirement of 4 m<sup>2</sup> per person in addition to the face to face spacing requirement (>1.5m AU, >2.0m NZ).

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**Contact Tracing** A process which identifies individuals who may have been exposed to a person confirmed to have the COVID-19 virus.

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**Direct Contributor** Employee directly required to ensure the continuation of the manufacturing, logistics and associated financial functions.

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**Disinfection** Using chemicals which kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface *after* cleaning, it can further lower the risk of spreading infection.

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**Face to Face** Less than 1.5m apart (Australia)  
Less than 2m apart (New Zealand)

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**Infectious Period** Health authorities stipulate that a confirmed COVID-19 carrier may be infectious for approximately 24hrs (AU) or 48hrs (NZ) prior to developing symptoms.

For consistency and to avoid confusion, Sanitarium considers the Infectious Period of a confirmed carrier to be from 48 hrs prior to the development of symptoms up until declared as no longer infectious by a medical practitioner according to Australian or New Zealand conventions, as the case may be.

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5 Required Outcomes

1. Sanitarium sites will implement local COVID-19 management plans within this framework, in agreement with the expected outcomes and objectives, adapted to the local site and departmental layouts and work practices.
2. Only direct contributors to the Manufacturing and Logistics operations are to be on site.
3. Indirect contributors will be identified by the Heads of Manufacturing and Logistics and may be asked to work from home.
4. Access to sites by indirect contributors will be at the discretion of the Head of Manufacturing and Head of Logistics, in keeping with corporate COVID-19 access controls implemented by Executive Management.
5. Employee interaction considered to be **close contact**, such as face to face or actual touching is limited to situations where:
  - a. A fellow employee’s health and safety might be compromised, and direct assistance is required.
  - b. Employees are required by the nature of the job to be in close proximity to other employees for relatively short periods, never greater than 15 minutes.
6. Normal workplace interactions, other than the above exceptions, present no greater risk than that of **casual contact**, being the normal interactions required for society to function, such as those in public places outside the workplace.
7. Work procedures designed to control or eliminate **close contact** for specific circumstances are documented at site level and staff trained in those procedures, including the use of personal protective equipment (PPE) as a last resort where necessary (for example where workers are typically <1m apart during their work. WHO, SafeWork Australia, NSW Food Authority and NZ Health advice regarding the use of PPE is linked below, see Section 17 Further References below.
8. Controls concerning **casual contact** are documented, understood and followed by all employees during the normal course of employment.
9. Time-based records are to be kept of all employee movements into and out of **closed space** areas where there is a risk of unavoidable **close contact**.
10. Clear instructions are available to staff who may come in contact with an infectious person.
11. Employee contact controls are regularly reviewed by management for relevance and effectiveness, any significant changes negotiated with staff as appropriate, and widely communicated, for example by the use of signage in work areas.
12. Surfaces habitually touched are to be frequently cleaned and disinfected, including toilet facilities and other amenity areas.
13. Control measures are to be regularly reviewed to verify they are working.
14. Full cooperation with investigations by health authorities relating to matters associated with COVID-19 management.

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6 COVID-19 and Food Safety

COVID-19 is a respiratory illness that may spread on close contact with an infectious person, contact with droplets from an infected person’s cough or sneeze, or touching objects or surfaces that have droplets from an infected person, and then touching your mouth or face.

There is currently no evidence to support that food is a likely source of the virus or that food is a route of transmission of COVID-19.<sup>i</sup>

There is no need for food to be held, recalled or withdrawn from the market due to possible exposure to COVID-19 through a person that has tested positive for COVID-19 at Sanitarium.

7 Management Principles to Reduce Worker’s Risk of Exposure in the Workplace

Sanitarium takes the following steps to reduce the risk of worker exposure to COVID-19 in the workplace.

1. Identifying and managing worker exposure to COVID-19 based on the identification of Priority Areas
2. Reducing and managing visitors to the workplace
3. Implementation of physical distancing and people management
4. Maintaining good personal hygiene and cleanliness of the workplace, including frequent disinfection of habitually touched surfaces
5. Implementation of a response plan when a positive or suspected case is identified

Requirements relating to each of these areas are outlined in detail in the sections following.

8 Identification and Management of Worker Exposure based on Priority Areas

1. To manage work areas occupied permanently or from time to time by **direct contributors** three cross-contact priority levels are recognised as detailed in the table below.
2. Each site is to classify its site based on priority areas and manage people contact accordingly. Where a priority area can be down-graded based on additional controls, the reasons for this is to be documented.

Priority Level	Description	Typical Examples	Management Controls
Priority 1	<ul style="list-style-type: none"> <li>• Closed areas of increased employee cross-contact potential</li> <li>• Close contact controls are difficult to maintain due to the nature of work</li> <li>• Higher levels of occupancy</li> <li>• Higher levels of human traffic</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance workshops</li> <li>• Technical departments</li> <li>• Foyers</li> <li>• Change rooms*</li> <li>• Toilet facilities*</li> <li>• Lunchrooms*</li> <li>• Canteens</li> <li>• Meeting rooms</li> </ul>	<ul style="list-style-type: none"> <li>• Where feasible close all or part of the area if practical to do so.</li> <li>• In more extreme cases PPE use and training (e.g. work requires &lt;1m separation).</li> <li>• Regular cleaning and disinfection of all “cross-contact” surfaces</li> </ul>

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Priority Level	Description	Typical Examples	Management Controls
	<ul style="list-style-type: none"> <li>Critical direct contributor spaces</li> <li>Potential for uncontrolled contact with external parties</li> </ul>	<ul style="list-style-type: none"> <li>Loading/stacking of containers</li> <li>Goods Inward functional areas</li> </ul>	<ul style="list-style-type: none"> <li>Where feasible, departmental and/or functional and/or shift wise separation within the area.</li> <li>Entry and exit records (*not required in change rooms, toilets, lunchrooms and other amenities where privacy is to be respected)</li> <li>Personal hygiene controls during occupancy and at entry and exit.</li> <li>Social separation to casual contact standards</li> </ul>
<b>Priority 2</b>	<ul style="list-style-type: none"> <li>Closed areas of intermediate cross-contact potential</li> <li>Close contact controls are readily maintained by staff practices and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Offices or open plan office areas occupied by multiple employees</li> <li>Manufacturing areas</li> <li>Packing rooms</li> <li>Warehouses - high traffic receival and despatch areas</li> </ul>	<ul style="list-style-type: none"> <li>Where feasible, departmental and/or functional and/or shift wise separation within the area.</li> <li>Regular cleaning of cross-contact surfaces such as workbench areas, handles, machine control points, etc.</li> <li>Entry and exit records</li> <li>Personal hygiene controls during occupancy and at entry and exit.</li> <li>Social separation to casual contact standards</li> </ul>
<b>Priority 3</b>	<ul style="list-style-type: none"> <li>Closed areas of low cross-contact potential</li> <li>Low traffic areas, generally occupied by the same, single individuals</li> <li>Closed spaces entered infrequently by single individuals</li> </ul>	<ul style="list-style-type: none"> <li>Single occupancy offices</li> <li>Closed spaces containing largely unattended equipment</li> <li>Unattended or infrequently entered storage or warehouse areas</li> </ul>	<ul style="list-style-type: none"> <li>Personal hygiene controls before and during occupancy</li> <li>Social separation to casual contact standards</li> </ul>

9 Reducing and Managing Visitors to the Workplace

1. Taking extra precautions in allowing visitors and contractors to enter the workplace is important in limiting exposure to COVID-19 in the workplace. Each site will have documented controls in place detailing the management of visitors and contractors to the site.
2. Critical contractors/service providers who require access to operational areas of the site, are to be identified and controls implemented to identify when (time-based records) and where they work.
3. All visitors, contractors and truck drivers are to complete a Personal COVID-19 Declaration Form when coming on-site each day; once per day in the case of multiple visits.



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**10 Physical Distancing and People Management**

The following measures are implemented to assist in the goal of isolating groups and individuals to reduce the risk of the spread of COVID-19 in the workplace. Each site will document controls associated with measures below.

1. Worker movements are to be restricted on-site, and within their work area, and that movements in and out of Priority 1 and 2 areas be monitored, apart from areas such as staff amenities, locker rooms and lunchroom that have personal privacy implications.
2. Indirect contributors are to work from home.
3. Interaction between shifts and departments is to be eliminated or limited.
4. Eliminate or reduce interaction between employees and site visitors (eg delivery truck drivers, essential contractors)
5. Implementation of procedures designed to eliminate or minimise close contact situations in Priority 1 areas.
6. For common areas such as amenities, change rooms and lunchrooms, procedures are in place to ensure that the minimum 4m<sup>2</sup> per person and social separation requirements (Australia 1.5m, New Zealand 2m) are adhered to. This may require limiting the numbers of people in these areas at any one time. Heightened hygiene controls including at least 4-hourly disinfections will be required in staff amenity areas.

**10.1 Records**

1. To improve the ease and speed of contact tracing, the following minimum information is recommended to be kept about people movements:
  - a. Details of each employee on shift and what machine/area they are working on/in
  - b. Time-based records of people – both employees (this will include routine manufacturing/distribution workers, maintenance and administration personnel) and contractors entering and leaving a priority 1 or 2 areas (except personal privacy areas such as amenities/locker rooms where ‘close contact’ time is to be kept below 15 minutes)
  - c. Time-based records for all contractors coming on site. Where a contractor enters a manufacturing/distribution area, records are to include the time of entry and details of where the contractor moved throughout the area

**11 Hygiene and Cleaning**

**11.1 Personal Hygiene**

1. Sanitising wipes are to be available at workstations to enable regular wiping of frequently touched surfaces.
2. Sanitising dispensers are to be located in prominent places around the workplace. A system is to be in place to ensure that dispensers are regularly refilled.

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3. Frequent handwashing for 20-30 seconds is required. See Supply Chain Personal Hygiene Standard.
4. Personal hygiene practices include:
  - a. Avoiding touching one's eyes, nose and mouth.
  - b. Covering your mouth and nose when coughing and sneezing with a tissue or coughing into your elbow.
  - c. Disposing of used tissues into a bin immediately and washing your hands afterwards.

### 11.2 General Cleaning Principles

1. The frequency of cleaning in all areas of contact risk is to be increased. This is especially important in high traffic areas, including amenities, lunchrooms and department entry areas.
2. Lunchrooms, toilets and change rooms are to be cleaned at a minimum frequency of daily and disinfected at a minimum frequency of 4 hourly. Disinfection shall include all touchpoints such as seats, basins, taps, door handles and tables.
3. Routine cleaning of frequently touched surfaces using appropriate disinfectant solutions/wipes. Particular attention should be paid to frequently touched surfaces such as handrails, door handles, touchpads, computer keyboards and mice, and telephones. Each site shall identify specific touchpoints.
4. Disposable cleaning mops and cloths should be used and these should be changed regularly.
5. All cleaning requirements are to be documented in the applicable site cleaning schedule and records kept.
6. Additional cleaning information about COVID-19 is available at the link below, and familiarity with the procedures outlined is highly recommended.

<https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf>

<https://www.health.govt.nz/system/files/documents/pages/general-cleaning-information-for-covid-19-20-feb-2020.pdf>

### 11.3 Deep Cleaning

1. Workplace areas frequented by a confirmed case must be identified using Contact Tracing information and knowledge of the individual's work requirements.
2. Additional targeted, "deeper" cleaning and disinfection of common areas, the workplace, contact surfaces and equipment will be required when a person returns a positive test.
3. To remove any doubt, health authorities or other suitable expertise should be consulted to provide direction regarding cleaning and disinfection requirements.
4. The following points are to be included as part of the deep cleaning process:

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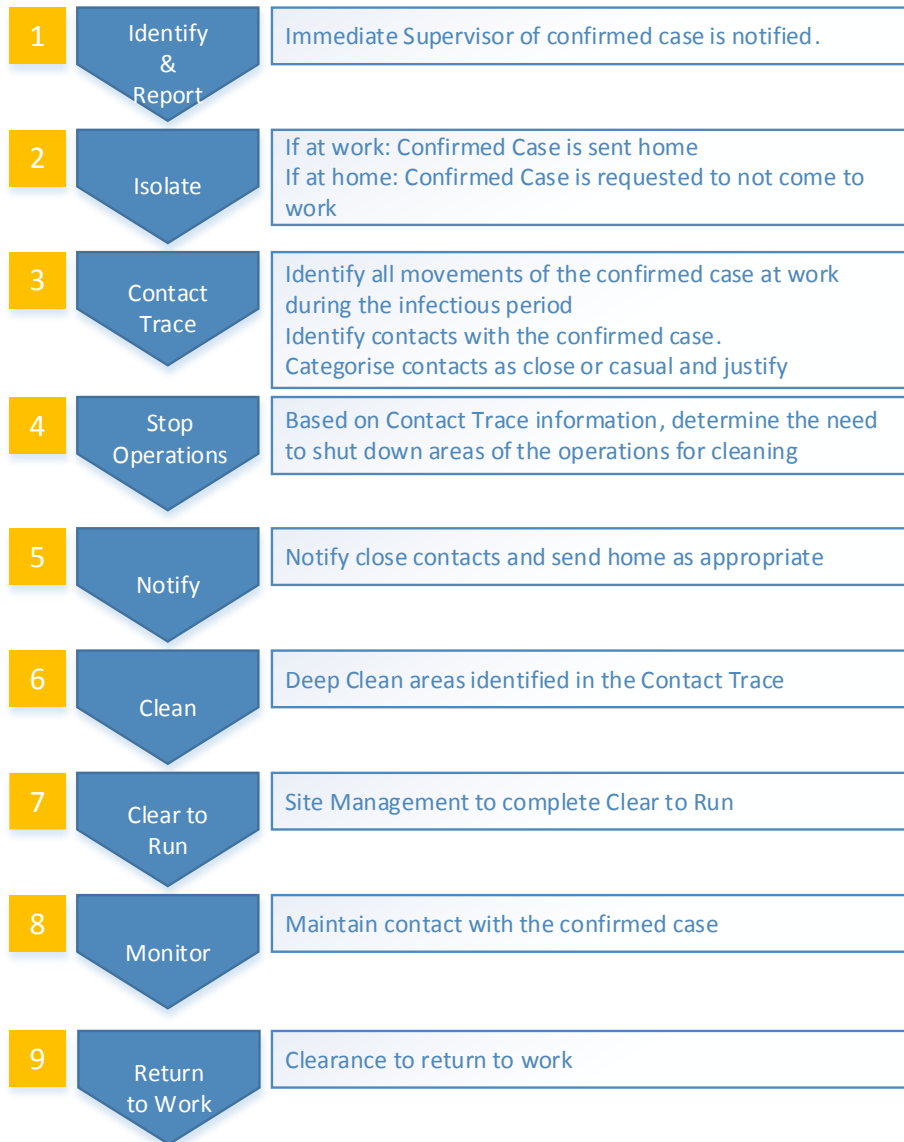
- a. Site Management is to identify areas requiring additional 'deep' cleaning and confirm requirements for a Clear to Run to allow a return to work.
- b. Cleaning staff are to use a sanitizer before putting on and removing gloves. Cleaning staff should wear impermeable disposable gloves while cleaning. Use of other PPE (eg aprons, masks) will be determined based on the cleaning work to be undertaken.
- c. In general, the use of face masks is not recommended unless you are a known COVID carrier or have developed COVID-like symptoms and are heading home. For non-COVID carriers masks are unlikely to remove all virus contamination from the air, and the passage of air through masks may concentrate aerosols carrying the virus on the surface of the mask and present a greater touch hazard to untrained users than if no mask was worn. (This is the current WHO, NZ MPI and SafeWork Australia recommendation. New research may change this recommendation.)
- d. Cleaning staff should be informed to avoid touching their face, particularly their mouth, nose and eyes when cleaning.
- e. Removal of the virus that causes COVID-19 requires thorough cleaning as well as disinfection.
- f. Cleaning products should be chosen for appropriateness for the surface to be cleaned. Disinfecting products should have viricidal (virus killing) properties.
- g. Choose from disinfecting chemicals with the following active ingredients. Do not mix different disinfecting (or cleaning) products. Ensure manufacturers concentration and contact times are complied with to enable effective disinfection.
  - i. Alcohol wipes with 70-90% alcohol (ethyl alcohol or isopropyl alcohol)
  - ii. Isopropanol
  - iii. Chlorine and chlorine compounds- i.e. sodium hypochlorite (household bleach), sodium dichloroisocyanurate (NaDCC) and calcium hypochlorite (bleaching powder)
  - iv. Hydrogen peroxide
  - v. Peracetic acid
  - vi. Quaternary ammonium compounds (alkyl dimethyl benzyl ammonium chlorides)
5. Records are to be kept of the 'deep clean' undertaken, including who completed the cleaning, date and time of cleaning, what was cleaned, cleaning chemicals and concentrations used, cleaning methods utilized and who completed the 'clear to run'.
6. At the end of the cleaning, all PPE and cleaning materials used are to be secured in a leak-proof plastic bag and disposed of according to site procedures.

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**12 Response Plan for a Direct Employee who becomes a Confirmed Case of COVID-19**

The following information details the steps to be taken when a positive COVID-19 person is identified. Further details on case management are detailed in the Confirmed COVID-19 Management Guidance document.

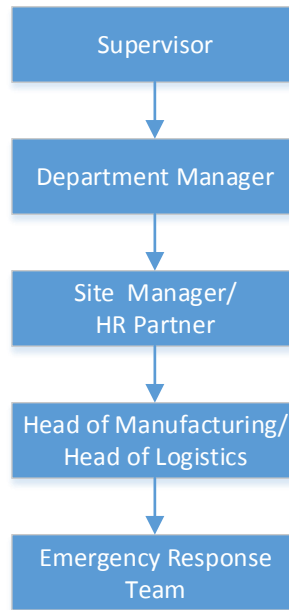


**12.1 Identify and Report**

1. When an employee is confirmed as being a COVID-19 carrier, they must notify their supervisor as soon as possible.
2. The reporting of a confirmed case is to follow the following escalation.

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12.2 Isolate

1. An employee who is a confirmed COVID-19 case must not return to work until cleared to do so by a medical practitioner and must manage themselves while at home according to medical instructions.

12.3 Contact Tracing

1. When a person is diagnosed with COVID-19, medical professionals will work with the person to trace their movements back to the potential person who they caught the virus from and to also identify who may have been in contact with and been infected by the person confirmed to have the disease. Sanitarium will assist in this process by providing information about a person’s movements in their workplace to the extent possible while respecting personal privacy.
2. Contact tracing is to be initiated immediately after a confirmed case of COVID-19 is identified at a site.
3. The COVID-19 Contact Tracing Template is to be used to identify the work movements of the person over the Infectious Period.
4. All site-based persons, visitors or contractors identified as having had contact with a confirmed case in the workplace during the Infectious Period and any subsequent time before the person began self-isolating must be identified. Additional contact tracing may be required as directed by health authorities.
5. Each contact must be assessed to determine if they are classified as a close contact or casual contact. Each case will be assessed individually to determine risk, given that many of Sanitarium’s ‘closed spaces’ are very difficult to define. It should be noted that just because someone is a close or casual contact, it does not mean that they will have COVID-19.
6. Records are to be assembled which detail all contacts as required above, including justifications for their identification as a close or casual contact.

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7. Close contacts are to be advised that they have been in close contact with a suspected infection and are to go home immediately and stay home until advised otherwise. It is expected that medical authorities will be in contact with them to determine actions to be taken.
8. Casual contacts are to be advised to continue to attend work, and that they should monitor their health until 14 days after they were last exposed to the infectious person.
9. Sanitarium will provide information to the relevant medical authorities as requested to assist with the control and management of the COVID-19 virus following a confirmed case.

**12.4 Stop Operations**

1. The need to stop operations in the area/s that the confirmed case has worked to conduct deep cleaning must be determined by Site Management on the advice of health authorities.

**12.5 Notify Close Contacts**

1. Those who have been in close contact with the employee are to be notified as soon as possible and advised to stay home and isolate themselves at home and monitor their health carefully.
1. Close Contacts should contact their doctor for further advice and possible testing.
2. Contacts of close contacts of a confirmed case of COVID-19, do not need to be identified as a routine matter. The need for their identification will be at the instruction of health authorities.
3. Sanitarium and close contacts of the confirmed case must follow the advice of public health authorities.

**12.6 Clean**

1. Areas for deep cleaning are to be identified based on the information obtained from the contact tracing exercise and knowledge about the employee’s job requirements.
2. The workplace, equipment and contact areas in the work area of the person, as well as common areas that the person with the infection has frequented, are to be thoroughly cleaned and disinfected.
3. Deep cleaning is to be undertaken according to Section 11.3.
4. Records of cleaning activities are to be kept.

**12.7 Clear to Run**

1. After deep cleaning operations, the site Manager will complete a Clear to Run before operations may begin.
2. A record is to be kept of the Clear to Run.

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**12.8 Monitor**

1. An employee who is a confirmed COVID-19 case must not return to work until cleared to do so and are to manage themselves according to medical instructions.
2. Site management should maintain regular contact with the employee to ensure that they are supported during this time.
3. Employees identified as having casual contact with the confirmed COVID-19 person should be monitored until 14 days after they were last exposed to the infectious person, watching for signs and symptoms including fever, cough, shortness of breath, chills, body aches, sore throat, headache and runny nose.

**12.9 Return to Work**

1. An employee confirmed as having COVID-19 is required to obtain a doctor’s clearance before returning to normal duties.

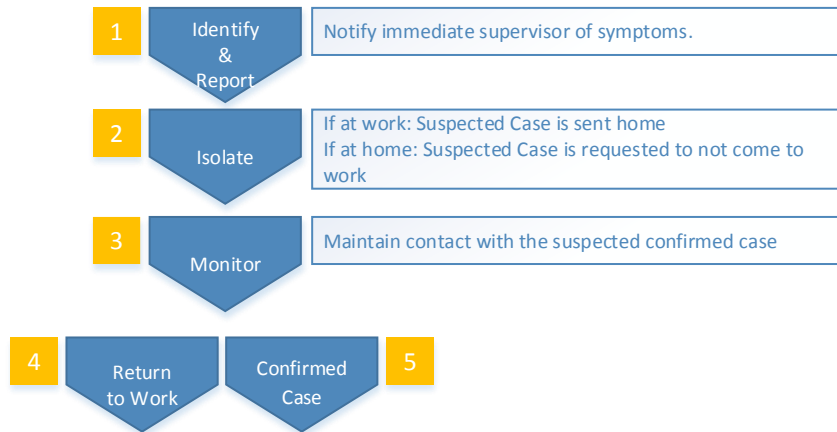
**12.10 Records**

1. Records are to be kept of all employees who are confirmed as carrying COVID-19, including actions taken by Sanitarium to prevent the spread of the virus in the workplace.

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### 13 Response Plan when an Employee Develops COVID-19 Symptoms and becomes a Suspected Case

The following details the steps to be taken when a person develops COVID-19 symptoms and is identified as a suspected case.



#### 13.1 Identify and Report

##### 13.1.1 Employee at Home

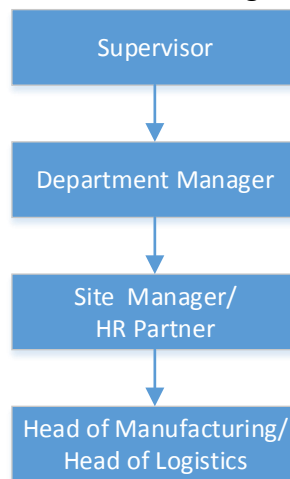
Employees who develop symptoms including fever, cough, or shortness of breath while away from work, must not attend work and are to notify their supervisor immediately.

##### 13.1.2 Employee at Work

When an employee displays symptoms consistent with COVID-19, they must notify their supervisor immediately.

##### 13.1.3 Reporting Escalation

The reporting of a suspected case is to follow the following escalation.





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### 13.2 Isolate

#### 13.2.1 Employee at Home

Employees who develop symptoms while away from work, must not return to work.

#### 13.2.2 Employee at Work

1. If the person is seriously unwell and it is an emergency, in Australia call 000 immediately, if in New Zealand call 111.
2. If not an emergency, the employee is to go home immediately and call their General Practitioner or call local health authorities direct (See Section 16) so that a clinician can assess the risk and determine whether they are likely to require testing for COVID-19.

### 13.3 Monitor

1. An employee who is a suspected case of COVID-19 is to manage themselves according to medical instructions.
2. Site management should maintain regular contact with the employee to ensure that they are supported during this time.

### 13.4 Return to Work

An employee suspected of having COVID-19 is required to obtain a doctor’s clearance before returning to normal duties.

### 13.5 Confirmed Case

See Section 12 Response Plan for a Confirmed Case of COVID-19.

### 13.6 Records

Records are to be kept of all employees who report having symptoms including a final clearance to return to work signed by a medical practitioner.

## 14 Response Plan when an Employee is identified as a Close Contact of a Confirmed COVID-19 Case

1. When an employee is notified that they are a close contact of a confirmed COVID-19 case, they must notify their supervisor immediately.
2. The employee is to be treated as a suspected case as outlined in Section 13.

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**15 Response Plan for an Indirect Employee who becomes a Confirmed Case of COVID-19**

1. Where an employee who has been working from home during the last two weeks and is identified as a positive carrier, the scenario is generally simpler than that of the direct contributor as workplace contact tracing is unlikely to be applicable.
2. When an indirect employee is confirmed as being a COVID-19 carrier, they must notify their supervisor as soon as possible. Reporting escalation is to occur as outlined in Section 12.1.
3. Contact traceability is important should the workplace be implicated. It must be identified if the infectious person has had close contact with any co-workers during the Infectious Period.
4. The employee is to manage themselves according to medical instructions.
4. Site management should maintain regular contact with the employee to ensure that they are supported during this time.
5. An employee confirmed as having COVID-19 is required to obtain a doctor’s clearance before returning to normal duties.
6. Records are to be kept of all employees who are confirmed as carrying COVID-19.

**16 Contact Numbers**

The following numbers are provided as suggested points of first contact.

**16.1 Local Public Health Units (for contact assessment purposes)**

- NSW: 1300 066 055
- WA: 1300 62 32 92
- Qld: 13 43 25 84
- NZ: 0800 358 5453

**16.2 Department of Health Direct Lines for those with COVID-19 Symptoms**

If you suspect you or an employee has coronavirus you should call (not visit) the relevant General Health Practitioner. Alternatively, call the numbers below. If in doubt, in Australia, call the national Coronavirus Health Information Hotline on 1800 020 080.

Government health department contact numbers:

- All AU: 1800 022 222
- All NZ: 0800 358 5453

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## 17 Further References

### Australia:

National Guidelines (Australia), management of COVID-19

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm>

General information for employers

<https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-employers.pdf>

Safe Work Australia guidelines for managing COVID-19, including the use of PPE

<https://www.safeworkaustralia.gov.au/doc/coronavirus-covid-19-advice-employers#contact>

WHO advice concerning the Use of PPE

[https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPE\\_use-2020.1-eng.pdf](https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPE_use-2020.1-eng.pdf)

### New Zealand:

National coronavirus updates and advice

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

Useful self-isolation advice (relevant for all jurisdictions)

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-self-isolation>

NZ Advice – use of PPE in the Workplace

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-novel-coronavirus-face-mask-and-hygiene-advice>

### New South Wales:

Advice for people confirmed to have COVID-19 (Coronavirus) infection - Fact sheets

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/advice-for-confirmed.aspx>

COVID-19 (Coronavirus) casual contact – what you need to know - Fact sheets

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/novel-coronavirus-casual-contact.aspx>

This information is for “**casual contacts**” of known coronavirus carriers

COVID-19 (Coronavirus) close contact - what you need to know - Fact sheets

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/novel-coronavirus-close-contact.aspx>

This information is for “**close contacts**” of known coronavirus carriers

COVID-19 Advice for food businesses, NSW Food Authority

<https://www.foodauthority.nsw.gov.au/help/covid-19-advice-for-businesses>

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**Western Australia:**

COVID-19 information

<https://healthywa.wa.gov.au/coronavirus>

**Queensland:**

Coronavirus information and alerts

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/current-status-and-contact-tracing-alerts>

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<sup>i</sup><https://www.efsa.europa.eu/en/news/coronavirus-no-evidence-food-source-or-transmission-route>,  
<https://www.foodstandards.gov.au/consumer/safety/Pages/NOVEL-CORONAVIRUS-AND-FOOD-SAFETY.aspx>