# COVID-19

# Business Restart Checklist

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## MANAGEMENT OF CRITICAL ACTIONS

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Description** | **Yes** | **No** |
| 1.1 | A centralised business action plan is being used (e.g. Business Restart). |  |  |
| 1.2 | Action plan outlines actions to be implemented prior to operational activity. |  |  |
| 1.3 | Action list is reviewed and updated regularly. |  |  |
| 1.4 | Action list incorporates roles and responsibilities of critical teams and restart timelines. |  |  |
| 1.5 | Observed evidence matches the reported status of actions and can be verified. |  |  |
| 1.6 | Liaison with appropriate external and government organisations to ensure all appropriate control measures are implemented into business operations before restart. |  |  |
| 1.7 | A systematic review of all relevant legal obligations required to be implemented has been undertaken and all appropriate documentation updated. |  |  |
| 1.8 | Ensure loans with creditors and investors are reviewed to the Terms and Conditions of contracts etc., that may impact business operations in the longer term. |  |  |
| 1.9 | Consult with legal advisors, as necessary, for interpretation of, and potential liability for, shortfalls with governments or regulators. |  |  |

## SITE PREPAREDNESS – INCLUDING SOCIAL DISTANCING

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| **Ref** | **Description** | **Yes** | **No** |
| 2.1 | Sanitisation sites provided – 1 for every 15 people. |  |  |
| 2.2 | Sanitisation sites include hand sanitiser; anti-bacterial wipes and a disposal bin. |  |  |
| 2.3 | Employee inductions and refreshers include updated information relate to current operations, legal requirements and external information to ensure health and safety of personnel. |  |  |
| 2.4 | There is a documented contractor management plan or system in place. |  |  |
| 2.5 | Contractors are subjected to risk assessment prior to commencing operational activity. |  |  |
| 2.6 | One-way walkways are determined and marked accordingly. |  |  |
| 2.7 | 2 metre distance marking is placed on floors. |  |  |
| 2.8 | Where possible, ensure workstation users are 2 metres apart. |  |  |
| 2.9 | If 2.5 is not feasible, consider organisational modifications such as some employees working from home every other day or ½ day every day. |  |  |

## MANAGEMENT OF SITE DISINFECTION PRIOR TO AND DURING OCCUPATION

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| --- | --- | --- | --- |
| **Ref** | **Description** | **Yes** | **No** |
| 3.1 | Prior to re-occupation, sites will be thoroughly cleaned and disinfected. This must include all floors, hard surfaces e.g. cupboards, desktops, etc., toilets, showers, taps, door handles, handrails, reception, training rooms and client service areas. |  |  |
| 3.2 | Following restart, high traffic areas, entrances to offices and client service areas will be cleaned and disinfected twice daily along with toilets, showers, taps, door handles and handrails. |  |  |
| 3.3 | Meeting rooms provided with hand sanitiser; anti-bacterial wipes and a disposal bin. |  |  |
| 3.4 | Employees provided with ongoing information regarding hygiene and cleaning/disinfection rules while on-site and when using pool or rental cars. |  |  |

## CRISIS COMMUNICATION

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| **Ref** | **Description** | **Yes** | **No** |
| 4.1 | Notify all employees of the Restart programme. |  |  |
| 4.2 | Notify employees of any Introduction of new physical changes. |  |  |
| 4.3 | Notify employees regarding any changed processes and operating procedures. |  |  |
| 4.4 | Notify employees of infection control processes introduced throughout business operations. |  |  |
| 4.5 | Ensure clients and suppliers are notified regarding business the restart impacts on delivery of services. |  |  |
| 4.6 | Ensure communications remain open and transparent with all suppliers, creditors and community stakeholders. |  |  |
| 4.7 | Changes to processes are displayed on a notice board for employees to action. |  |  |

## EMPLOYEE RESTART PROCESS

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| --- | --- | --- | --- |
| **Ref** | **Description** | **Yes** | **No** |
| 5.1 | Essential employees notified and commence. |  |  |
| 5.2 | Sites cleaned, disinfected, prepared for reoccupation and risk assessed. |  |  |
| 5.3 | Second group of employees re-commence occupation. |  |  |
| 5.4 | Changes to maintenance processes and operating procedures are risk assessed and documented. |  |  |
| 5.5 | All other personnel given restart dates as per Executive direction. |  |  |
| 5.6 | Hygiene (see part 7) and infection control (see part3) processes reinforced throughout business operations. |  |  |

## CUSTOMER AND CLIENT SERVICES

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| **Ref** | **Description** | **Yes** | **No** |
| 6.1 | Where possible and practicable, ensure facilities and appropriate technologies are available to provide your customers with required services on-line. |  |  |
| 6.2 | Should customer visits be necessary, ensure employees are thoroughly converse with the procedures put in place for customer/client visits thus ensuring employee and customer/client safety. |  |  |

## HYGIENE MEASURES

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| **Ref** | **Description** | **Yes** | **No** |
| 7.1 | Arrangements are in place to ensure all personnel entering worksites are temperature checked. |  |  |
| 7.2 | Ensure all employees are thoroughly converse with and following all hygiene and social distancing rules, including those for travelling to and from work and during the use of work facility vehicles or rental cars. |  |  |

## VULNERABLE EMPLOYEES

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| **Ref** | **Description** | **Yes** | **No** |
| 8.1 | Identify all vulnerable employees. |  |  |
| 8.2 | Appropriate measures to protect have been discussed by HR or relevant managers and vulnerable employees and are in place. |  |  |
| 8.3 | Managers ensure that vulnerable people working in their areas of control are complying with the measures put in place to protect their health. |  |  |

## ACTION ON SUSPECTED OR CONFIRMED CASE(S) OF COVID-19

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| **Ref** | **Description** | **Yes** | **No** |
| 9.1 | Those who work in the same area must be required to leave the work area, wash their hands and wait while desks, associated equipment and surfaces in the work area are being cleaned and disinfected. |  |  |
| 9.2 | List the names of those employees who were in the work area or who may have had close contact with the person who is suspected of being infected or is infected during the previous 48 hours. |  |  |
| 9.3 | Employees who have been in contact with someone who has contracted COVID-19 either at work or outside of work must be required to work from home and isolate until testing demonstrates they have not been affected by the exposure. |  |  |

## PROVISION OF PSYCHOLOGICAL SUPPORT

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| **Ref** | **Description** | **Yes** | **No** |
| 10.1 | Employees are given the EAP provider’s contact details. |  |  |
| 10.2 | Actions are taken to minimise additional sources of stress within and between teams. |  |  |
| 10.3 | Employees are encouraged their managers and HR to openly communicate and express their feelings. |  |  |
| 10.4 | Appropriate health promotion information about the risks of COVID-19 and their management are provided. |  |  |

## CHANGE MANAGEMENT AND TRAINING

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| **Ref** | **Description** | **Yes** | **No** |
| 11.1 | On staged restart dates, the awareness of employees of measures to combat COVID-19 is raised and reminders are provided to motivate employees to adapt to the new rules. |  |  |
| 11.2 | No imminent danger of significant incidents or impacts upon working conditions or the environment. |  |  |
| 11.3 | Implement, as appropriate, new strategies throughout the organisation and monitor their effectiveness. |  |  |
| 11.4 | Review existing emergency responses and the Business Continuity Plan to include new strategies and new control measures. |  |  |
| 11.5 | Prepare the workforce regarding decisions and actions to be taken to aid the recovery of business operations. |  |  |
| 11.6 | Appropriate health and safety personnel are contacted to ensure health hazards are clearly controlled in the workplace and compliant with all legal requirements. |  |  |
| 11.7 | Ensure adequate staffing levels to ensure excessive work hours are limited. |  |  |
| 11.8 | Health promotion communications will be updated regularly to continue to ensure known hazards and risks are well controlled and properly reported. |  |  |
| 11.9 | Adequate amenities and health protection Personal Protective Equipment (PPE) is available, accessible and understood by employees and visitors, etc. |  |  |
| 11.10 | Regular employee refresher training sessions are planned and delivered to ensure hygiene and social distancing measures are effective. |  |  |
| 11.11 | Government and health authority recommendations re. COVID-19 are displayed in breakout and meeting rooms. |  |  |

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