

# COVID-19

## RGF Staffing APEJ Response Plan

# Statement

RGF Staffing APEJ (formerly Chandler Macleod Group Limited) and its related entities including:

- AHS Services Group Pty Ltd
- Aurion Corporation Pty Ltd
- Chandler Macleod – Managed Training Services
- Chandler Macleod – Staffing Services
- Chandler Macleod – People Insights Pty Ltd
- Chandler Macleod x-PO Talent Solutions
- Leaders IT Services Pty Ltd
- OCG Consulting
- Peoplebank Group Limited
- Vivir Healthcare Pty Ltd

Has reviewed its response and continuity plan to ensure relevance and to ensure our response continues to align with the local government advice in the jurisdictions within which we operate.



## Our response goals

### GOAL 1

To respond in a way that is proportionate to the level of risk:

- > acknowledging that the risk is not the same across population groups,
- > considerate of the cultural values, religious beliefs,
- > respectful of privacy and human rights across the different members of our working community and the communities that we service.

### GOAL 2

Act in accordance with the Four-tiered guidelines issued by the Fair Work Ombudsman

### GOAL 3

To make the best use of our resources and minimise disruption without compromising the health and welfare of others.

### GOAL 4

To ensure we maintain transparent, accurate and consistent communication with all stakeholders based on facts, whilst acknowledging that there is uncertainty and a need for flexibility



# Keeping our people and the community safe

We continuously monitor the advice of government and other credible sources and update our response regularly, ensuring we continue to act in accordance with the latest health advice.

## STEPS AND MEASURES WE HAVE TAKEN

- Increased messaging about hygiene and cough/sneeze etiquette, virus transmission, recognising the symptoms, when to seek medical assistance and how to access appropriate support and advice.
- Additional steps incorporated into our operational and recruitment practices to identify and manage risks associated with people who have recently travelled, or who may have come into to close contact with suspected and / or confirmed case.
- Flexible Working Arrangements enable our people to work from home in any of the following events: Self-quarantine, directed quarantine, quarantine of a close contact, family member or other source of suspected exposure.
- We have also recently introduced vaccination status collection in some scenarios based on a 'Role Risk Assessment' utilising government health orders and the Fair Work Ombudsman's tiered approach.

## LAND AND AIR TRAVEL

- All travel arrangements must comply with local restrictions including quarantine, isolation, vaccination and testing requirements.
- Domestic travel is permitted in line with the local border restrictions (including vaccination).
- International travel requires prior approval before any bookings can be made. International travel remains limited to 'essential travel only'. Where a 'Do Not Travel' status is listed against a country, travel to that country is not permitted.



# Keeping our people and the community safe

## VACCINATION POLICY

- Our policy aligns to government requirements and when considering if vaccination is required, the following is asked:
  1. Is the workplace / industry subject to Government vaccination requirements?
  2. Does the employee meet Government criteria that requires them to be vaccinated?
  
- If the answer is YES to any of these questions, we will take the following steps:
  1. Seek consent from individuals to capture, store and share their vaccination status
  2. Record vaccination status as one of the following:
    - Meets Govt requirements
    - Status Pending
    - No consent / requirements not met
  
- Those who choose not to share their vaccination status will not be permitted to attend work sites/activities where proof of vaccination is a requirement.

## HYBRID WORK POLICY

- We have adopted a policy that encourages our internal teams to commit to hybrid working arrangements meaning that some time is worked in the office and some time from home. This helps us to minimise exposures in the event that we do have a positive case attend one of our offices and means that our people do not need to rely on public transport to travel to and from the office every day, again, minimising exposure.
  
- When working in the office, our people and visitors are required to comply with mask mandates as applicable at the time.
  
- We have educated our people and distribute regular reminders about social distancing and good hygiene practices, both in and out of the workplace.

# Keeping our people and the community safe

## SELF TESTING POLICY

Any person who attends one of our offices must self-test using an approved Rapid Antigen Test if any of the following apply:

- They have COVID-19 symptoms (regardless of any previous infection)
- They are a close contact of someone who has tested positive
- They have been advised by a health professional to do so
- Their travel arrangements require that a test is to be undertaken

If an individual returns a **NEGATIVE** self-test result:

- No further action is required.

• If an individual returns a **POSITIVE** self-test result:

- The COVID-19 Test and Isolate National Protocols are to be followed:

### COVID-19 Test and Isolate National Protocols

PROTOCOL 1	PROTOCOL 2	PROTOCOL 3	PROTOCOL 4
<b>COVID-19 confirmed by a positive RAT or PCR test</b> <ol style="list-style-type: none"><li>1 Isolate at home for at least 7 days from the day you had your test. If you have symptoms at <b>Day 6</b>, you must stay at home until symptoms are gone.</li><li>2 Notify your household, school or employer that you have tested positive.</li><li>3 If you have <b>no symptoms</b> at <b>Day 7</b>, you can return to normal living and leave your home. You do not need a further test.</li></ol> <p><i>Wear a mask when leaving the home and avoid visiting high-risk settings for at least 7 days following negative test or end of symptoms.</i></p> <p><b>Always seek medical help if you become very unwell.</b></p>	<b>Close Contact and have symptoms</b> <ol style="list-style-type: none"><li>1 Stay home for 7 days since you last had contact with the person who has COVID-19.</li><li>2 Take a RAT self-test or PCR test and stay at home while waiting for the test result. If you test <b>positive</b> for COVID-19 follow <b>Protocol 1</b>. If you test <b>negative</b>, continue to stay at home.</li><li>3 On <b>Day 6</b> of isolation, take a RAT self-test. If you test <b>positive</b> for COVID-19 follow <b>Protocol 1</b>. If your Day 6 test is <b>negative</b>, you can leave home and return to normal living after completing the 7 days of home isolation.</li></ol> <p><i>Wear a mask when leaving the home and avoid visiting high-risk settings for at least 14 days following exposure to the person with COVID-19.</i></p> <p><b>Always seek medical help if you become very unwell.</b></p>	<b>Close Contact with no symptoms</b> <ol style="list-style-type: none"><li>1 Monitor for symptoms and take a RAT self-test or PCR test if they develop. If <b>positive</b>, follow <b>Protocol 1</b>. If <b>negative</b>, continue to stay at home for 7 days, monitor for symptoms and follow <b>Protocol 2</b> if they develop.</li><li>2 On <b>Day 6</b> of isolation, take another RAT self-test. If your Day 6 self-test is <b>positive</b>, follow <b>Protocol 1</b> – you do <b>NOT</b> need a PCR test for confirmation. If your Day 6 self-test is <b>negative and you have no symptoms</b>, you can leave home and return to normal living after completing the 7 days of home isolation.</li></ol> <p><i>Wear a mask when leaving the home and avoid visiting high-risk settings for at least 14 days following exposure to the person with COVID-19.</i></p>	<b>Other contacts</b> <p>If you have had less contact with someone with COVID-19, such as contact in a social, shopping, education or workplace setting.</p> <ol style="list-style-type: none"><li>1 You should monitor for symptoms and have a RAT self-test if these occur. If <b>positive</b>, follow <b>Protocol 1</b> and stay at home until you no longer have symptoms.</li></ol> <p><i>Wear a mask when leaving the home and avoid visiting high-risk settings for at least 14 days following exposure to the person with COVID-19.</i></p> <p><small>*WA, SA, NT &amp; TAS residents should check their state or territory requirements and timelines</small></p> <p><small>You are a <b>Close Contact</b> if you are living with someone who has COVID-19, or have spent 4 hours or longer with someone in a home or health or aged care environment since they developed COVID-19.</small></p>

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# Summary of our Pandemic Response Plan

## High Level

<b>PREPARE</b>	<ul style="list-style-type: none"> <li>• Build a clear understanding of the situation and the associated potential risks</li> <li>• Ensure Key staff members are aware of the emergence of the situation</li> <li>• Build un understanding that there is uncertainty and a need for flexibility</li> </ul>
<b>MONITOR</b>	<ul style="list-style-type: none"> <li>• Identify key information providers</li> <li>• Set up mechanisms to follow/receive updates on the situation</li> <li>• Identify 'responders' and 'key stakeholders'</li> </ul>
<b>ACT (INITIAL)</b>	<ul style="list-style-type: none"> <li>• Build awareness across our businesses of the most up-to-date and accurate information about the virus, to support informed management decisions</li> <li>• Promote a consistent approach by ensuring all key parties have the same information</li> <li>• Collect regular feedback on how well the businesses and their people are coping with the situation &amp; communications thus far</li> <li>• Encourage behaviours and attitudes that will contribute positively to reducing the spread of virus and minimise the psychological, social and economic impacts</li> </ul>
<b>ACTION - TARGETED</b>	<ul style="list-style-type: none"> <li>• Follow Government directives in all jurisdictions in which we operate</li> <li>• Update operational processes / procedures as required /appropriate</li> <li>• Monitor and report on the situation across our businesses</li> <li>• Share regular updates</li> <li>• Ensure information flow is consistent and two-way flowing</li> <li>• Ensure individuals, clients and specific stakeholders understand the reasons why interventions might be implemented and model the impacts these may have</li> <li>• Ensure appropriate PPE is available for employees with a legitimate need</li> <li>• monitor ability to deliver services to clients, consider additional needs</li> <li>• Enact our Business Continuity Plans on an as needed basis across the group</li> </ul>
<b>RETURN TO BAU</b>	<ul style="list-style-type: none"> <li>• Support transition to business as usual services</li> <li>• Shape expectations of services such as: the possibility of reduced performance for a period of time</li> </ul>

# Our Partners

## We are pleased to partner with Clients and Suppliers who

- Implement appropriate controls at the work site consistent with a documented COVID-Safe plan.
- Implement good hygiene practices including
  - providing hand washing facilities and ensuring these are kept clean, properly stocked and in good working order.
  - regularly cleaning throughout the day/night of high-touch surfaces such as door handles and workstations.
- In the event of a site outbreak, engage a suitable cleaning service (if appropriate / necessary) to conduct a deep clean.
- Isolate people in the workplace if they become ill with respiratory symptoms, by placing them in a room or an area away from others until they can safely leave
- Use personal protective equipment (PPE) where necessary and in accordance with the relevant State and National guidelines.
- Consider industry specific advice for higher risk workplaces or industries (e.g. residential aged care, healthcare and correctional facilities, abattoirs, food produce, logistics & distribution sites).
- Manage psycho-social risks for workers
- Communicate, train and supervise workers on workplace measures to address COVID-19 regularly

