



# CORONAVIRUS (COVID-19)

## Alpha K9 Client Information

Alpha K9 Work Health and Safety

### FREQUENTLY ASKED QUESTIONS

#### YOUR CONTRACTOR RESPONSE TO NOVEL CORONAVIRUS (COVID-19)

##### How can a Contractor undertake precautions to prevent the spread of coronavirus?

- **Contractor Alpha K9** or employees of a contractor are required to advise their clients of the following, prior to attending the workplace or premises, if they have:
  - Travelled to or through an active Coronavirus region in the last 14 days
  - Been in contact with a member of the public or relative that may have or has been exposed to COVID-19.
  - Any symptoms of a virus.
- If the response to any of these enquiries is positive, then the contractor **Alpha K9** will delay their attendance to workplace for 14 days from the date of potential exposure, or onset of symptoms.
- Practicing good hand hygiene and sneeze/cough hygiene is the best defense against most viruses.
  - Wash hands with sanitizer at reception or other office entry point and frequently clean hands by using alcohol-based hand rub or soap and water.
  - Avoid physical contact with others;
  - Cough and sneeze into your elbow.
- Additionally, the contractor **Alpha K9** must inform its clients if one of their workers, who may have attended a client's property or facility, is suspected of or is a confirmed case of COVID-19.
- Note: While the use of face masks can help to prevent transmission of disease from infected patients to others, face masks are not currently recommended for use by healthy members of the public for the prevention of infections like novel coronavirus.

### GETTING THE LATEST INFORMATION

##### Who can I contact if I have an urgent or immediate query?

- The Contractor **Alpha K9** should communicate with the property manager regarding access, available information and building procedures.

##### Where is **Alpha K9** getting advice about how to respond to COVID-19?

- **Alpha K9** is following advice from the Commonwealth Department of Health, the various Health Departments in all States & Territories which are updating information regularly, and the World Health Organization.
- **Alpha K9** has developed a Factsheet for its employees.

##### What should I do if I am feeling unwell?

- Contact a GP or health professional. We suggest you call ahead, explaining your symptoms and travel history, rather than attend in person in the first instance.
- Return to your home and isolate yourself in a room away from others while you seek urgent medical assessment.
- Remain in isolation while waiting for the results of the assessment.

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- The Commonwealth Department of Health is advising individuals who have arrived in Australia from overseas in the 14 days before the onset of symptoms (fever, acute respiratory infection e.g. shortness of breath or cough) to seek medical attention.

### Who should I call if I am feeling unwell?

- Health Direct has a free helpline, at 1800 022 222. Registered nurses are available 24 hours a day, 7 days a week to provide advice when you're not sure what to do – whether you should see a local GP, manage the condition in isolation, or go to an emergency department. (\*Calls are free from a landline; charges may apply from a mobile phone.)
- The Commonwealth Department of Health has set up a 24-hour COVID-19 Health Information Line at 1800 020 080.

### What are the symptoms?

- Symptoms of COVID-19 can include fever, cough, and shortness of breath and breathing difficulties.
- Those considered at high risk may have travelled from Asian locations, Iran or Italy recently, or been in contact with a confirmed case of COVID-19.
- The Commonwealth Department of Health is advising individuals who have travelled from overseas in the 14 days before the onset of symptoms (fever, acute respiratory infection e.g. shortness of breath or cough) to seek medical attention.

### What should I do if I have been in contact with a confirmed COVID-19 case?

- The Commonwealth Department of Health recommends people who have been in contact with any confirmed COVID-19 cases be isolated for 14 days following exposure.
- You should restrict activities outside the home except for seeking medical care. You should not go to work or public areas and should not use public transportation, taxis or ride share services until cleared by the public health unit.

## TRAVEL ADVICE

### Can I still travel too internationally for work or leisure?

- The Commonwealth Department of Foreign Affairs and Trade have advised all Australians not to travel to China, Iran, and South Korea. It reports heightened risks in several other countries including Japan, Thailand and Italy, with caution advised before travelling to or through those destinations. This list is updated daily.
- DFAT has [Smart Traveler](#) advice for travelers, including those returning from a destination with reported cases.

### What is the current status of the Australian Government's travel bans?

- Do not travel to mainland China, Iran or South Korea. This is the latest [China travel advice](#) and [Iran travel advice](#) from the Commonwealth Department of Foreign Affairs and Trade as of 1 March, 2020.
- Foreign nationals (excluding permanent residents) who are in mainland China will not be allowed to enter Australia until 14 days after they have left or transited through mainland China.
- Foreign nationals (excluding permanent residents) who leave Iran on or after 1 March will not be allowed to enter Australia until 14 days after they have left or transited through Iran.
- Australian citizens, permanent residents, and their immediate family (including spouses, dependents and legal guardians) will still be able to enter Australia but will be required to self-isolate for 14 days after the date they left China or Iran.

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### JURISDICTIONAL PANDEMIC RESOURCES

State	Jurisdictional pandemic resources	Coronavirus Information
ACT	<a href="#">ACT - Australian Capital Territory</a>	(02) 5124 9213 during business hours (02) 9962 4155 after hours
NSW	<a href="#">NSW - New South Wales</a>	1300 066 055
NT	<a href="#">NT - Northern Territory</a>	08 8922 8044.
QLD	<a href="#">Qld - Queensland</a>	13 HEALTH (13 43 25 84)
SA	<a href="#">SA - South Australia</a>	1300 232 272
TAS	<a href="#">Tas - Tasmania</a>	1800 671 738
VIC	<a href="#">Vic - Victoria</a>	1300 651 160
WA	<a href="#">WA - Western Australia</a>	08 9328 0553 or call your local <a href="#">public health unit</a>

### ATTACHMENTS

- Appendix A - Novel coronavirus (2019 -nCoV) – Information for Employers
- Appendix B - Pandemic Management Phases & Control Measures - provides details on actions required based on the advice of the Australian Government.

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### APPENDIX A - Novel coronavirus (2019 -nCoV) – Information for Employers



## Information for employers

If you or your staff are a traveler from mainland China or Iran, or think you may have been in close contact with a confirmed case of coronavirus, special restrictions apply.

This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets at [www.health.gov.au](http://www.health.gov.au)

## Can staff go to work?

In the following scenarios staff cannot go to work if they have:

- left, or transited through mainland China in the last 14 days (they must isolate themselves for 14 days from leaving mainland China)
- left, or transited through Iran on or after 1 March, they must isolate themselves until 14 days after leaving Iran
- Been in close contact with a confirmed case of coronavirus in the last 14 days (they must isolate themselves for 14 days after the date of last contact with the confirmed case).

Employees who are in isolation due to one of the above situations should alert their employer. Depending on the type of work, and provided the employee is well, they may want to discuss alternative arrangements such as working from home. See the 'Isolation guidance' information sheets at [www.health.gov.au](http://www.health.gov.au)

## What should I tell my staff?

Employers should provide information and brief all employees and contract staff, including domestic and cleaning staff where applicable, on relevant information and procedures to prevent the spread of coronavirus. You should inform staff who meets the above criteria that they should remain isolated in their home. Employees should advise their employer if they develop symptoms during the isolation period, particularly if they have been in the workplace. Public health authorities may contact employers in the event an employee is confirmed to have coronavirus.

## What precautions should I take when cleaning?

When cleaning, staff should minimize the risk of being infected with coronavirus by wearing gloves and using alcohol-based hand sanitizer before and after wearing gloves. If cleaning rooms or areas of the

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Workplace where a person with a confirmed case of coronavirus or a person in isolation has frequented staff may wish to wear a surgical mask as an added precaution. If a confirmed case of coronavirus or a person in isolation is in a room that cleaning staff need to enter, they may ask them to put on a surgical mask if they have one available.

### Can food and water spread coronavirus?

Some coronaviruses can potentially survive in the gastrointestinal tract however, food-borne spread is unlikely when food is properly cooked and prepared. With good food preparation and good hand hygiene, it is highly unlikely that you will become infected with coronavirus through food.

It is unknown at this time if the virus is able to survive in sewerage. Those who work closely with sewerage should take the same precautions as those outlined above for cleaners. Drinking water in Australia is high quality and is well treated. It is not anticipated that drinking water will be affected by coronavirus.

### How can we help prevent the spread of coronavirus?

Practicing good hand hygiene and sneeze/cough hygiene is the best defense against most viruses:

- wash hands frequently with soap and water, before and after eating, and after going to the toilet
- cover coughs and sneezes, dispose of tissues, and use alcohol-based hand sanitizer
- And if unwell, avoid contact with others (touching, kissing, hugging, and other intimate contact).

### More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness—not coronavirus.

For the latest advice, information and resources go to [www.health.gov.au](http://www.health.gov.au)

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at [www.health.gov.au/state-territory-contacts](http://www.health.gov.au/state-territory-contacts)

If you have concerns about your health, speak to your doctor.

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### APPENDIX B - PANDEMIC MANAGEMENT PHASES & CONTROL MEASURES

Source: Australian Government

Phase No	Name	Pandemic Progress	Government Actions	Colliers International Control Measures
3	Alert	A novel virus with pandemic potential causes severe disease in humans who have had contact with infected animals. There is no effective transmission between humans.	<ol style="list-style-type: none"> <li>Alert: Increased vigilance for cases. Remaining alert to the risk of a pandemic and increased monitoring of the virus (to look for genetic mutations in the virus).</li> <li>Support the overseas response to control the source. Working with the agriculture and health sectors in overseas affected countries to reduce the amount of the pandemic potential virus circulating in animals and to protect humans from infection.</li> <li>Prepare: Increased pandemic preparedness activities.</li> </ol>	Monitor media communications and Government health advisory notes.
4/5	Delay	Novel virus has not arrived in Australia.	<ol style="list-style-type: none"> <li><b>Delay</b> entry of the virus to Australia using border measures.</li> <li>Support the overseas response to control the source. Try to avert a pandemic by rapid intervention in the affected areas.</li> <li>Enhanced vigilance-Increased vigilance for cases (overseas and domestically) and increased monitoring of the virus (to look for genetic mutations in the virus).</li> <li>Escalate preparedness activities for possible pandemic (that is, get ready to implement).</li> <li>Stand-down the response if the pandemic is averted before it arrives in Australia.</li> </ol>	<p>Monitor media communications and Government health advisory notes.</p> <p>Review CI Group Pandemic Response Procedure and its application to the novel virus.</p> <p>Monitor outgoing (overseas) CI employees including Senior Executives and destination countries.</p>
6a	Contain	Pandemic virus has arrived in Australia causing small number of cases and/or small number of clusters.	<ol style="list-style-type: none"> <li><b>Contain</b> the establishment of the pandemic strain in Australia.</li> <li>Ensure the health system is best able to cope with an influenza pandemic.</li> </ol>	<p>Monitor media communications and Government health advisory notes.</p> <p>Implement CI Group Pandemic Response Procedure.</p> <p>Visually monitor incoming overseas guests to Hotels or other CI workplaces for signs of flu like symptoms.</p> <p>Monitor reported suspect/confirmed cases centrally through CI Group HSE Department and instigate Extreme Incident Response Procedure and Committee as required.</p> <p>Extreme Incident Response Committee monitors the effectiveness of the CI Group Pandemic Response Procedure.</p> <p>Managing Director provides regular Group communications to Staff on pandemic and highlights key precautions.</p>



## APPENDIX B - PANDEMIC MANAGEMENT PHASES & CONTROL MEASURES

Source: Australian Government

Phase No	Name	Pandemic Progress	Government Actions	Colliers International Control Measures
6b	Sustain	Customized pandemic vaccine widely available and is beginning to bring the pandemic under control.	<ol style="list-style-type: none"> <li><b>Sustain</b> the response while we wait for a customized pandemic vaccine to become available.</li> <li>Minimize transmission and maintain health services.</li> </ol>	Monitor media communications and Government health advisory notes.
6c	Control	Pandemic controlled in Australia but further waves may occur if the virus drifts and/or is re-Imported into Australia.	<ol style="list-style-type: none"> <li><b>Control</b> the pandemic with vaccine.</li> <li>Careful downscaling of response as the pandemic is brought under control, to an eventual standing down of control measures in recover.</li> </ol>	Monitor media communications and Government health advisory notes. Maintain isolation of suspect/confirmed cases and monitor their capacity to return to work subject to written medical opinion. Seek advice from Australian Dept Health & Aging
6d	Recover	Pandemic controlled in Australia but further waves may occur if the virus drifts and/or is re-Imported into Australia.	<ol style="list-style-type: none"> <li><b>Recover</b> and restore the health system and return to ALERT phase as quickly as possible.</li> <li>Enhanced vigilance for a subsequent wave. Increased vigilance for cases and increased monitoring of the virus (to look for genetic mutations).</li> </ol>	Monitor media communications and Government health advisory notes. Undertaken review of the effectiveness of the pandemic response procedure and 'lessons learnt' and amend as required.

### Employees of Alpha K9 Security

Given the continuing spread of the **Coronavirus (COVID-19)** throughout the world and within Australia, Alpha K9 Security has put in place protocols regarding its employees working within our business.

In respect of employees, this protocol is as follows:

- Any employee of Alpha K9 Security:
  - who is intending to attend rostered shifts; AND
  - who has been overseas within fourteen (14) days of the intended attendance date,
- Must notify the relevant Accountable Individual as soon as possible but no later than **48 hours prior** to the intended attendance date AND provide to that Accountable Individual a completed pre-screening form attached at **Appendix 1**;



- Following receipt of that completed pre-screening form the accountable individual within Alpha K9 Security will review and act accordingly.
- If the countries travelled to by the employee during the past 14 days are assessed to high-risk for coronavirus transmission, the employee will not be able to attend any rostered shifts. In such event, the relevant Accountable Individual will inform you of this assessment and discuss alternative arrangements for the work to be performed by that person;
- The employee must not attend rostered shifts if the employee has been in close contact with someone who has a confirmed case of COVID-19. If you have been in close contact with a proven case of coronavirus, you must isolate yourself for 14 days from the date of last contact with the confirmed case.
- Once 14 days have passed since the contractor personnel was in the high-risk country, and provided no flu-like or coronavirus symptoms have developed, the employee is able to be return to work (unless in that time updated procedures have been issued due to changes in the coronavirus situation).

Alpha K9 Security may separately request details of your internal coronavirus/travel protocols if you have ongoing or permanent rostered shifts.

For your reference attached at **Appendix 2** are the two internal Situation Reports that Alpha K9 Security has issued to date in relation to the coronavirus.

Given this is a rapidly-evolving situation; Alpha K9 Security may update or rescind the above mentioned protocol from time to time. We will inform you if this protocol changes.

**Please talk to your Alpha K9 Security Accountable Individual should you have any queries in relation to this protocol**

### Coronavirus Employee Pre-Screening Form

#### Background:

This form is part of Alpha K9 Security efforts to minimize the risk of coronavirus transmission. It is to be completed by all employees intending to attend rostered shifts who have been overseas in the past 14 days, **48 hours prior** to the planned visit where possible. If the countries travelled to by the employee during the past 14 days are assessed as high-risk for coronavirus transmission, the employee will not be able to attend or accept rostered shifts. Alternative arrangements for the meeting should be made, e.g. Hangouts, meet off site, postpone the visit. Once 14 days have passed since the employee was in the high-risk country, and provided no flu-like or Coronavirus symptoms have developed, the employee is able to attend



rostered shifts as normal (unless in that time updated procedures have been issued due to changes in the coronavirus situation).

Once complete it is to be passed to the accountable member of Alpha K9 Security who will then action.

Employee to Complete:

Employee Name:	
Payroll Number:	
Planned rostered shifts:	
Itemize all countries visited in the past 14 days, and the date range spent in each country:	
Alpha K9 staff member representative:	

Signature of employee:

Date:

***By signing you are confirming that the information in this form is accurate.***



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Signature of Alpha K9 Security Representative: Date:

Alpha K9 Security accountable member to Complete:

- Rostered shifts can proceed as planned
- Employee unable to attend rostered shifts until date: Signature:

Date:

**The information in this form is collected for the sole purpose of reduction of risk of coronavirus transmission. It will be stored only for as long as efforts to reduce the risk of coronavirus transmission are appropriate for Alpha K9 Security**

### LINKS

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert#information-for-the-health-sector>

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