COVID – 19

Business Continuity Plan
02 May 2022

SOUTH AUSTRALIAN PRODUCE MARKET

THINKING *fresh.*

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Introduction

The following document is designed to provide important information regarding the current COVID-19 outbreak. COVID-19 is a virus that affects the lungs and results in flu-like symptoms, including, fever, shortness of breath, coughing and in some cases sore throat.

The emergence and spread of such diseases can be rapid, as most are spread via respiratory particles created through coughing and sneezing and direct contact with nasal mucus. Mitigating the risk of increased spread relies on rapid identification and detection of a novel viruses, implementation of good infection control and hygiene practices, and isolation of infected persons.

The World Health Organisation (WHO) has officially declared this to be a Public Health Emergency of International Concern (PHEIC). This declaration activates a range of support and funding arrangements to enable better coordination of the outbreak at a global level.

Information is sourced from the WHO and Australian Government information sources.

Purpose and Scope

The purpose of the Plan is to provide South Australian Produce Market Limited (SAPML) with recommended best practice in preparing for, identifying and responding to an infectious disease outbreak. The objectives of this guidance are to reduce morbidity, mortality, social and economic disruption caused by an outbreak.

This Plan serves as a guideline to provide basic structure to planning and coordinating, monitoring and assessment, prevention and control, organisational response and communication.

It is important to note that while the plan focuses on the term pandemic, the steps necessary to mitigate the impact of a pandemic commence well before such a declaration. This guideline can serve as a template for responding to large scale outbreaks of bacterial or viral pathogens and should be utilised in conjunction with State and Federal Pandemic Plans.

This guideline is NOT meant to replace existing emergency management or incident management policies, but it provides supplementary guidance specific to an outbreak.

The guideline aims to provide high-level guidance for SAPML based on standards and guidelines presented by the Australian Government, WHO and other health organisations.

The main purpose of the document is to provide SAPML office with guidance on the precautionary measures that need to be in place in order for SAPML to continue to operate as a business during this current COVID-19 pandemic. In addition, this document provides some basic guidelines for the SAPML office in both affected and non-affected areas.

Legislation and Plans

Document title	Weblink
Australian Health Management Plan for Pandemic Influenza (AHMPPI) 2014	https://www1.health.gov.au/internet/main/publishing.nsf/Content/519F9392797E2DDCCA257D47001B9948/$File/w-AHMPPI-2019.PDF
Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19)	https://www.health.gov.au/resources/publications/australian-health-sector-emergency-response-plan-for-novel-coronavirus-covid-19
Jurisdictional Pandemic Plans	https://www1.health.gov.au/internet/main/publishing.nsf/Content/panflu-plans-1
National Communicable Disease Plan	https://www1.health.gov.au/internet/main/publishing.nsf/Content/ohp-nat-CD-plan.htm
National Health Security Act 2007	https://www.legislation.gov.au/Details/C2016C00847

Policies and Procedures

The primary impact of an outbreak is a human one. The spread of a high-risk respiratory virus will result in suspected cases, probable cases and confirmed cases, some or all of which may require hospitalisation, treatment, isolation or quarantine for a period of time.

The following policies should be reviewed in reference to an outbreak response:

- travel (noting travel insurance restrictions during certain travel advisory levels);
- leave (personal leave, compassionate leave, extraordinary leave);
- working from home arrangements;
- health and safety;
- equal opportunity and anti-discrimination.

AREA	DOCUMENT LINK
Travel Policy	WHSPR90_Travel.pdf
Personal Leave Policy	WHSPR73_Personal Leave.pdf
Working from Home Policy	WHSPR100_Working From Home.pdf
Work Health & Safety Policy	WHSPR94_Work Health and Safety.pdf
Equal Opportunity Policy	WHSPR53_Equal Opportunity.pdf

Roles and Responsibilities

1.   **Chief Executive Officer**

The Chief Executive Officer (CEO) is responsible for the operational management of a critical incident including response and recovery. The CEO will liaise with Subject Matter Experts (SME) and the SAPML Board to ensure best practice response strategies are in place.

The CEO will maintain the content of the COVID-19 Business Continuity Plan and associated policies supporting the procurement of additional resources, where deemed necessary for the provision of health and safety.

3.   **Senior Commercial Property Manager and the Operations Manager**

The described Manager IS responsible for implementing the content within this Plan in connection with the SAPML Business Continuity Plan (BCP). They are to ensure that critical business functions are identified, and control measures implemented to reduce risk and wherepossible, continue to provide services and functions at an agreed level.

Pandemic Response Stages

The Australian Government and State and Territory Departments of Health will take the lead in managing a pandemic in Australia who are supported by other Australian Government agencies to implement strategies to contain the virus, reduce the spread and ensure the continuation of critical services. This section outlines the considered actions to be undertaken by SAPML to monitor and respond to each of the four outbreak response phases.

ITEM	KEY STAGES	TRIGGER POINTS	ACTIONS
		Table 1 **Trigger points and response phase actions**	
1	PREPAREDNESS	• Business as usual • No novel strain detected (or emerging strain under investigation)	• Review preparedness plans, fact sheets, infection control practices and organisational policies as part of quality framework
2.	STANDBY	• Reportable community person-to-person transmission of a novel virus or high-risk pathogen – **overseas**	• Notify Senior Commercial Property Manager or Operations Manager • Monitor official health reports and review prepared communications
3.	RESPONSE [Initial action]	• Cases detected in Australia • Potential for staff or clients to be connected to affected source country	• Notify the Crisis Incident Management Team (CIMT) • Activate relevant sections of the Guideline. • Review SAPML Business Continuity Plan
4.	RESPONSE [Targeted action]	• Cases continue to increase within Australia and the source country • Increased response by the Australian Government or declaration of Public Health Emergency of International Concern (PHEIC) by WHO.	• Identify and tailor business continuity measures to be implemented. • Activate enhanced communications. • Activate enhanced infection control strategies. • Consider activating the CIMT.
5.	STAND DOWN	• Virus no longer a major public health threat.	• Return to business as usual.

These phases are in line with the Australian Health Management Plan for Pandemic Influenza (AHMPPI) 2014. Refer to targeted response for actions required.

Preparedness Stage

Action:
No novel strain detected (or emerging strain under initial detection)

Incident Response:
The Crisis Incident Management Team (CIMT) in consultation with the site Managers are to ensure that incident management plans and relevant systems are developed and maintained.
Conduct an annual risk threat assessment and review correlation to current global threats.
Review and update health management procedures.
Review and update Business Continuity Plans with special consideration for medium to long term denial of access and loss of key staff due to an outbreak.
Regularly monitor Federal and State Health websites for outbreak alerts.
Develop resources and guidance on infection prevention and good hand hygiene practices.
Exercise the use of Organisational Critical Incident and Business Continuity Plans in relation to a potential outbreak.
Communications:
Provide awareness and reinforce the use of good personal hygiene practices with staff and visitors.
Maintain seasonal influenza messaging as appropriate.
Travel Advisories:
Monitor the Department of Foreign Affairs & Trade advice (www.smartraveller.gov.au).
Business Continuity:
Review and update Business Continuity Plans with special consideration for medium to long term denial of access and loss of key staff due to an outbreak.

Standby Phase

Action:
Reportable community person to person transmission of a novel virus overseas.

Incident Response:

The Crisis Incident Management Team (CIMT) or relevant functional area are to:
- monitor the situation and liaise with South Australian Department of Health and other agencies;
- ensure a member of the CIMT is assigned to monitor alerts and notifications from Federal and State Health authorities;
- conduct a review of stockpiles of infection control resources including, cleaning solutions, hand sanitiser, tissues, gloves and P2/N95 masks (where considered necessary)
  (refer to Page 20 of this Plan and the Department of Health for advice on necessary resources)
- conduct a risk assessment to identify any potential internal or external risks to business or shared services;
- review your critical business functions and links to critical supply chain, identify alternatives;
- identify staff or contractors that may have recently returned from the source country.

Communications:

Consider drafting a webpage (to be activated when needed) with information related to infection control practices, i.e. good hand hygiene, signs and symptoms and Organisational Points of Contact for health-related information.

Commence preparation of basic communication products on the identified pathogen and organisation's response. Include references to credible government sources.

Key messages from the organisation should conform to the following:

- tell them what you know to be the facts to date;
- incorporate advice from the Department of Health and other Federal agencies;
- tell them what is uncertain currently;
- provide information about infection control within the workplace and at home;
- provide links to the WHO, State and Federal websites;
- provide specific things you require them to do at this time e.g. update contact details.

Travel Advisories:

Review the Department of Foreign Affairs & Trade advice (www.smartraveller.gov.au).

Review current and future travel requests. Where travel proceeds, ensure Human Resources has a list with current contact details including email and phone.

Action:
Reportable community person to person transmission of a novel virus overseas.

Business Continuity:

- The site Managers will prioritise operational activities and work activities to ensure adequate response operations and workforce.
- Conduct a review of Critical Business Functions and workarounds.

Response – Initial Action Phase

Action:
Cases detected in Australia and / or high degree of staff / clients connected to affected source country. Information about the disease is scarce.

Incident Response

SAPML in consideration of advice provided by the Federal and State health agencies should consider the following response actions:

- activation of the CIMT (where not already activated);
- identification of key Subject Matter Experts (SME's) required to advise the CIMT eg: health liaisons, legal;
- conduct a risk assessment, consider worst case scenario now to prepare potential resources ahead of time;
- assign a member of the CIMT to monitor Federal, State and International websites (State Health Departments, WHO);
- review policies as they relate to health and welfare, leave, attendance and travel.

The Site Managers in consultation with HR and the CIMT will reinforce personal hygiene messages with staff.

- Post additional signage, in a range of languages, with regards to hand hygiene, social distancing, health monitoring and reporting.
- Provide infection control resources including provision of cleaning solutions, hand sanitiser, tissues.
- Review isolation procedures for staff. Provide information related to support insolation requirements.

Refer to the Department of Health for advice on necessary resources.

Communications

The CIMT in conjunction with internal and external communications expertise, will draft initial communications.

These communications will include:

- provision of an update on current Government advice related to signs and symptoms;
- any changes to working conditions or practices;
- Australian Healthline number and services;
- provision of information related to infection control within the workplace and at home;
- post additional signage, in a range of languages, with regards to hand hygiene, social distancing, health monitoring and reporting.

Ensure the sources of information are credible and information is frequently updated.

Action:
Cases detected in Australia and / or high degree of staff / clients connected to affected source country. Information about the disease is scarce.

Travel Advisories
Review travel advice and alerts Department of Foreign Affairs & Trade advice (www.smartraveller.gov.au).
Review travel requests and re-evaluate need to travel to affected or neighboring countries.

Business Continuity
The site Managers to identify critical business functions that may be impacted by short term disruption.
Review critical suppliers to identify any dependencies linked to the location of the outbreak.
Identify any other supply chain risks that may eventuate from this outbreak.
Review Compensation and Insurance Policy(s).

Response – Targeted Action Stage

Action:
Cases detected in Australia. Increased response by Australian Government or declaration of Public Health Emergency of International Concern (PHEIC) by WHO.
Incident response

The CEO or CIMT should conduct the following:

- continue to monitor Federal, State and International websites (State Health Departments, WHO);
- activate the SAPML CIMT (if not already);
- consider the need to activate a dedicated Working Group consisting of Senior Management, Legal and Risk Consultant;
- consider the allocation of a dedicated Health Liaison to work together with the crisis communications team;
- establish a procedure for the provision of Human Resource services / counselling services to identified staff to be provided by Newbery Paterson HR;
- provide links to Employee Assistance Program that may be available by State or Federal governments;
- conduct an initial impact assessment (0-1month). Consider, human, operational, financial, reputational, strategic, legal, environmental;
- provide regular situational reports to the Board;
- use the incident reporting process to report any confirmed cases;
- identify any legal issues such as privacy, liability and consequences of service interruptions.

SAPML will reinforce infection control messages with staff and clients entering your premises:

- post additional signage, in a range of languages, with regards to entry procedures including health declaration, hand hygiene, social distancing, health monitoring and reporting;
- provide adequate supplies to meet the infection control recommendations from Health Authorities. This may include the provision of hand sanitiser, gloves, cleaning products, waste disposal bags and N95 masks;
- monitor the requirement for isolation of persons through Australian Government websites;
- identify staff that may be a higher risk (underlying health issues);
- check with Market Users that they have implemented precautionary measures within their own company;
- request that all staff and contractors report confirmed cases of infectious disease outbreak viral infection or any personal contact with confirmed cases;
- prepare training and awareness for cleaners and caterers on hygiene and cleaning requirements for an infectious disease outbreak;
- initiate cleaning audits to ensure correct cleaning practices are being followed.

Action:
Cases detected in Australia. Increased response by Australian Government or declaration of Public Health Emergency of International Concern (PHEIC) by WHO.

Communications

Approved messages should:

- provide an update on the outbreak, signs and symptoms, mode of transmission. (Refer to WHO and Government websites for accurate details);
- provide regular updates on the current State and Federal response, as more information comes to hand;
- inform staff and clients of what they need to do (eg: hygiene, travel and behavior modifications, workplace modifications, isolation requirements);
- provide internal contact points for staff in relation to health enquiries and workplace changes;
- provide updates to stakeholders around changes to workplace practices, timetables or alternative arrangements.

Prepare a website or mass communication (email) to provide a single source of information. (Outbreak updates, infection control, changes to business services, procedures or policies) Alter the format and frequency of such communications, as required.

Provide situational updates to stakeholders, clients and relevant community connections.

Travel Advisories

Review travel advice and alerts on Department of Foreign Affairs & Trade advice (www.smartraveller.gov.au).

Review insurance terms and conditions in relation to travel to affected countries.

Review travel requests and re-evaluate need to travel to affected or neighbouring countries.

Business Continuity

The CIMT to identify critical business functions, that may be impacted by long term disruption:

- loss of staff due to illness or isolation;
- loss of venue due to inability to staff site;
- temporary re-scheduling of operations / services.

Consider:

- allocation of alternate roles and responsibilities;
- increased security.

Review work from home arrangements, resources, monitoring and cyber security. (Refer to the Working from Home Policy)

Action:
Cases detected in Australia. Increased response by Australian Government or declaration of Public Health Emergency of International Concern (PHEIC) by WHO.
Identify any critical third-party suppliers that may also be impacted and identify alternatives, where possible.
Identify sites that may require temporary closure. Nominate alternative sites for service provision.
Identify critical functions, the key staff required and cross train alternatives now.
Conduct a long-term impact assessment (1 month, 3 months) and workshop long term recovery strategies.
The CIMT will implement business continuity plans for resumption of services to an acceptable level.

Response – Stand Down

Action:
The public health threat can be managed within normal arrangements and monitoring for change is in place.

Considerations and Actions
Managers to continue to monitor outbreak level and advise CIMT representative of any changes.
Reinstate and / or rebuild the Management structure and core business.
Liaise with partner organisations / stakeholders and provide a status update.
Manage the phased approach to Return to Work for those affected. Manage staff / contractor requirements as needed.
Manager and HR Consultant in consultation with CIMT will: - manage the phased approach to Return to Work (Through SAPML Return to Work Coordinator) for those affected. Describe medical certification requirements. - manage staff / contractor requirements as needed. Review WHS regulatory requirements. - continue to reinforce the message of maintaining good hygiene practices in the workplace and ensuring staff stay at home if feeling unwell; - common areas and equipment have been thoroughly sanitised; - replenish any depleted supplies including infection control materials; - maintain accurate records of recovery actions, all written communications and any contract changes with janitorial or other service providers.
Review requirement to provide any welfare / counselling services to staff or their families.
The CIMT to conduct a post incident review / debrief on outbreak response. Prepare report for Board.

Business Continuity
The CIMT will implement Business Continuity Plans for resumption of full business capacity including: - orderly switch back of alternate sites / working from home operations; - return to standard staffing arrangements; - lifting of travel restrictions; - claim on insurance policies as appropriate; - replenish any depleted supplies including infection control materials.
Conduct a review of the Business Continuity strategies, challenges and lessons identified. Update CIMT and Business Continuity Plans accordingly.
Exercise and / or test the Organisations recovery strategy capabilities.

Communications

Regular communication with staff and stakeholders via the internet, email and phone will be required for the duration of an outbreak, depending on the severity of the illness. Face-to-face meetings and large gatherings will need to be avoided at different stages of the outbreak event.

Regular and accurate communications will keep people well informed and help them to make decisions about their home and work commitments without exposing staff to unnecessary risks.

Information on the virus should come from one source within each office. That source should keep staff informed of SAPML's plans on COVID-19 related activities such as travel restrictions and the precautionary measures SAPML is taking. It is also important to encourage staff not to spread rumors but to direct concerns and queries to one person within the office who can then verify or advise accordingly.

This role should be undertaken by the CEO or nominated delegate. The CEO is supported by the SAPML Board.

The CEO will compile updates on the virus for distribution as it considers appropriate. Updates aim to highlight any new developments and findings relating to the virus, update on any new cases around the world and update on any changes to SAPML procedures.

Key message

Reassurance, support and consistent, accurate information.

Internal and External Communication

The content and frequency of internal communications with staff, stakeholders, clients should be tailored to the audience and consistent with State and Health Authority's messaging. The CIMT or equivalent, will be required to formulate a range of information across different formats.

Based on the WHO the following is best practice for communicating during an outbreak:

1. Tell them what you know to be the facts to date.
2. Tell them what is uncertain at this time.
3. Provide information about preparedness and response activities.
4. Inform them what you would like them to do at this time.

Information to be provided may include:

- the status of the current outbreak, signs and symptoms and geographic distribution;
- prevention measures to be implemented at home and across the organisation;
- welfare and medical services links;
- changes to services and alternative arrangements for students and staff to access services;
- staff leave and absenteeism;
- alternate arranges for continuation of staff functions;
- requirement and arrangements for personal protective equipment, where necessary;
- emergency contact details and key phone numbers and information links.

Information may be provided via the following mechanisms:

- phone and email to key staff;
- website and email updates;
- information handouts and workplace signage;
- briefings as required;
- dedicated staff telephone information line;
- social media platforms.

It will be important to acknowledge the level of uncertainty as it takes time to confirm an emerging disease, identify and confirm its mode of transmission and identify the source. As with all events covered in the media, there may be conflicting reports and inaccurate information. Seek out approved and credible sources such as Government websites and the WHO resources pages.

Australia is a multicultural and multi-lingual country. Consider the need to prepare communications across a number of languages. Ensure provision of suitable disability services related to communications.

Communication points of contact

In the first instance, direct all enquiries to your direct Manager. Noting **all** communications need to be pre-approved by the following team. Please contact them prior to issuing any new communications.

AUDIENCE	JOB TITLE	NAME	CONTACT DETAILS	RESPONSE REFERENCE
To Staff	SAPML Chief Executive Officer	Angelo Demasi	0417 835 340	Appendix B and C
	Business Development and Marketing Manager	Penny Reidy	0408 877 797	Appendix A Fact Sheet - COVID-19
	SAPML Human Resource Consultant	Rebecca Paterson	0416 838 393	
Clients and Tenants	Direct Manager / Chief Executive Officer	See Contact List below		

Contact details

It is the responsibility of each department to compile and maintain a contact list for their respective team.

Priority Site and Office Managers

LOCATION	TITLE	NAME	CONTACT
Administration	Chief Executive Officer	Angelo Demasi	0417 835 340
	Executive Assistant	Alison Lynch	0413 801 719
	WHS Consultant	Peter Hudd	0433 853 659
	Financial Controller	John Edwards	0414 332 012
	Senior Commercial Property Manager	Tony Bowes	0414 856 770
	Property Administrator	Sharna Cavanagh	0414 332 012
Operations	Operations Manager	Jamie Paddick	0409 251 850
	Team Leader – Operations	Cosi Fanto	0439 144 811
	Maintenance Coordinator	Frank Cantelmi	0408 877 798

Infection Control Procedures

Infection Control is a health and safety issue. SAPML is responsible for providing a safe environment for clients, tenants, contractors and staff. During an outbreak, the objective of any health response is to reduce the spread of the infection. The primary way of undertaking this is through identification and isolation of infected individuals and their close contacts, and the implementation of affective infection control measures.

SAPML have implemented of a COVID-19 Vaccination Policy, requiring all SAPML employees to have received at least one (1) dose of the COVID-19 vaccination by 1 December 2021 and to receive their second dose in accordance with the prescribed timeframe for their vaccination type (subject to medical exemptions of the kind permitted by Emergency Management Directives), and to maintain that vaccinated status during employment. All new employees are to be fully vaccinated and meet policy standards before a contract of employee is to be offered.

Facilities and Structures

Virus particles can remain on hard surfaces for a period of time, however, are susceptible to standard household disinfectant, environment conditions, such as heat, and UV light. During an outbreak, review the cleaning and maintenance schedules and alter the schedule accordingly, to ensure all common areas, places of mass gatherings, bathroom and kitchen facilities, are cleaned more regularly. Dispose of waste promptly using sealed garbage bags.

Definitions:

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

- **"Disinfecting"** refers to using chemicals to 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.

Cleaning and disinfection during response

Targeted Action Phase

The Senior Commercial Property Manager and, in their absence, the Operations Manager and the Chief Executive Officer, should implement clear cleaning requirements in areas such as toilets and washroom, lifts, reception areas, office areas, food preparation areas, kitchenettes and wash up areas.

Particular attention should be given to touch surfaces including, handrails, door and window handles, workstations and equipment (computers, keyboards, phones, etc.), and other surfaces frequently visited and touched.

- an EPA and / or TGA registered disinfectant cleaning product or 70% alcohol base liquid/ wipe;
- all touch surfaces should be disinfected daily;
- all office computers, printers, phones, keyboards and associated equipment should be wiped over daily. (using an approved disinfectant solution, alcohol wipe);
- cleansers should wear gloves when cleaning and removing waste;
- mops should be soaked in approved disinfectant solution at the end of each day. Change mops regularly and use alcohol-based wipes for sensitive items.

The *Australian Government describes social contact environments* as those that have transitory contact with the public.

These include but are not limited to:

- transport vehicles, shopping centers and private businesses.

The cleaning required for these environments include:

- routine cleaning of frequently touched hard surfaces with detergent/disinfectant solution/wipe;
- providing adequate alcohol-based hand rub for staff and consumers to use.;
- alcohol-based hand rub stations should be available, especially in areas where food is on display and frequent touching of produce occurs;
- training staff on use of alcohol-based hand rub.

NOTE: **Disinfection recommendations for suspected or confirmed cases.**

A suspected person is a person that satisfies the clinical (specific symptoms) and epidemiology (travel history, contact with other case(s)) criteria for COVID-19. This is determined by the South Australian Health Department. A confirmed case of one that has been diagnosed as positive with COVID-19.

In the case of a suspected or confirmed case that has been onsite, a deep clean of the area will be required. The procedure required for the deep clean will be at the advice of the State Health Department.

Personal Hygiene Practices

The mode of transmission for the majority of high-risk respiratory viruses is through contact with droplet or airborne virus particles. This can occur through direct contact with bodily fluids, such as nasal mucus and coughing and sneezing. The WHO promotes good hand hygiene as one of the best ways to reduce transmission.

The following should be included in any communication related to personal hygiene and infection control:

- wash hand regularly, especially prior to eating or drinking;
- use soap and water or alcohol-based hand sanitisers;
- cough and sneeze into your elbow and discard all used tissues in closed garbage bin.

Increase access to hand sanitiser, tissues and waste disposal sites. Provide communication on infection control in the languages required.

The principles of good personal hygiene needs to be reinforced. They include:

- frequent washing of hands with soap and water, disinfectant or alcohol-based hand rub;
- maintain good "cough and sneeze" practices (cover your mouth and nose with flexed elbow or a tissue);
- don't share personal items eg: cups, plates, towels, etc. unless they have first been washed thoroughly;
- keep crockery and food utensils clean;
- wash hands after sneezing or coughing;
- no spitting on the ground.

A note on P2 / N95 / D95 masks:

A P2 / N95 / D95 mask is a medical-grade particulate-filtering respirator that is designed to work when fitted tightly around the nose and mouth. These types of masks are recommended for use by healthcare providers or carers in close contact with an infected individual. There is no evidence of their suitability for use by the general public who are well. The proper use of the mask should be undertaken on advicefrom your State Health Authority.

Social Distancing

Social distancing measures are an important part mitigating the progress of an outbreak. They complement individual approaches to decreasing the likelihood of its spread. Some levels of social distances can have economic and social impacts that should be monitored and measured.

Social distancing can include the following measures and should be activated on advice from State and Federal Health Authorities:

- reducing or postponing large group activities;
- working from home;
- staff rostering with shifts to minimise staff numbers on site;
- web-based meetings;
- voluntary self-isolation;
- enforced isolation based on health requirement;
- workplace closures.

SAPML will review the risks posed by the outbreak and proactively consider the implementation of social distancing measures, where appropriate. Social distancing measures can be a method of protecting critical staff and services during the height of the outbreak.

Notification of Illness

In the case where there is a suspected or confirmed COVID-19 case in the SAPML office or buildings, SAPML will need to liaise with the SA Department of Health on the containment strategy and follow their advice.

If you believe you are sick, have been in close contact with a confirmed case, or are awaiting test results, you will need to self-isolate until those result are confirmed. If you are a close contact and are Asymptomatic you are to follow the close contact guidelines by SA Health.

- wear a mask when you leave the house for 7 days after your exposure date (12 years and older)
- undertake 5 rapid antigen tests over the 7 days after your exposure date (with at least 24 hours between tests and one test on day 7)
- report your rapid antigen test results if you test positive
- not attend Tier 1 sensitive settings for 14 days after your exposure date, except for the purposes of obtaining medical care or medical supplies, or except if you are an emergency services worker attending to respond to an emergency
- not attend Tier 2 sensitive settings for 7 days after exposure date, except for the purposes of obtaining medical care or medical supplies, or except if you are an emergency services worker attending to respond to an emergency
- notify your Manager that you are a close contact

In addition to the above mandatory requirements, it is strongly recommended you:

- avoid non-essential gatherings for 7 days after your exposure date
- avoid contact with people at risk of severe illness for 7 days after your exposure date
- work from home where possible

- [report](#) your rapid antigen test results even if you test negative
- notify healthcare and high risk setting prior to arrival for, medical care or medical supplies

If you are quarantining with other people, you do not need to restart the above requirements each time another person in the house tests positive.

The national guidelines define a close contact as the following:

- a household member or intimate partner of a person with COVID-19 during their infectious period
- someone who has had close personal interaction with a person with COVID-19 during their infectious period:
  o for 4 hours or more cumulatively and
  o where masks are not worn by the person and the COVID-19 case and
  o in close physical proximity and
  o in an indoor setting
- someone who has been notified by SA Health that they are a close contact
- someone who has been to an [exposure site](#) listed on the SA Health website.

People with COVID-19 are considered infectious two days before their symptoms started or if they didn't have any noticeable symptoms, they are considered infectious two days before they had their positive COVID-19 test taken. The infectious period ends 10 days after they had their positive test taken.
As cases increase, some close contacts may not receive an SMS from SA Health. If you know you are a close contact, please do not wait to be contacted – get tested and quarantine immediately.

If you are worried about coming to work, please speak with your Manager. If you are physically unwell, seek medical attention immediately and inform your Manager.

Notification of all illness, isolation or testing should be to the following people:

ROLE	NAME	CONTACT DETAILS
Chief Executive Officer	Angelo Demasi	0417 835 340
Operations Manager	Jamie Paddick	0409 251 850
Senior Commercial Property Manager	Tony Bowes	0414 856 770

It is the responsibility of the Manager to compile and maintain a contact list for their respective team.

Set up an escalation process within the office so that teams are prepared if there is a suspected or confirmed case within the office.

The SAPML will continue to monitor and take the advice of the SA Department of Health.

Refer to Appendix E – Flowcharts for response actions to possible scenarios.

Evaluation of Critical Business Functions

Managers will have to implement various strategies to combat the threat to business operations in accordance with this document.

The main impacts that are likely to include / occur but are not limited to:

- loss of staff due to illness, isolation and / or carers needs (should schools be closed);
- loss of critical supplies due to their inability to maintain services or limited stock;
- mandated closure for a period of time.

Review your Critical Business Functions, utilising the flow chart in Appendix B as a guide.

Alternate Work Arrangements

Should it be necessary for SAPML to reduce operational capacity, or for a site to temporarily close due to localised biosecurity measures / concerns, an alternate site or working arrangement may be utilised to ensure critical business functions continue.

Consider the following when determining the appropriate alternate site measures:

- the key roles required on site;
- the need to reduce operating locations;
- the roles and staff that could work from home. Alter work practices where necessary. Refer to SAPML Working from Home Policy ;
- the technology infrastructure required for remote access facilities for work from home staff;
- the possibility that third-party sites may also have their own workplace restrictions and may be unavailable during an outbreak;
- the resource requirements at alternate site locations.

Refer to your local BCP for existing alternate site arrangements.

Working from Home (WFH)

For staff that are able to work from home consider the following:

- identify what roles can be maintained during a WFH arrangement;
- review resources associated (laptop tops, power cords, VPN, access codes, security measures);
- conduct a test with a small team to exercise the effectiveness and troubleshoot any problems;
- ensure these staff take their laptops home each day;
- ensure the laptops, phones are cleaned at the end of each day with alcohol-based wipes;
- identity alternative places to work if home is not suitable;
- review the IT platforms and infrastructure to ensure capacity;
- establish a method of communicating with remote teams and contractors.

Critical Suppliers

For SAPML to maintain critical business activities, the organisation relies on a range of external suppliers to provide essential business inputs that allow areas to carry out their core functions.

In the event of a significant outbreak, these suppliers and organisations may be severely impacted and unable to continue to supply SAPML with the required services. SAPML will identify essential dependencies and critical supply chains and identify alternative suppliers or workaround arrangements.

Dependency / Supplier	Alternative	Workaround
Access Datacom	Received	
AZZO Pty Ltd	Received	
APTUS	Received	
Australian Risk Services	Received	
Cavpower	Received	
C & J Grech Electrical Contractors Pty Ltd	Received	
Cleanaway	Received	
Combined Building & Constructions Specialists (CBCS)	Received	
Cool Time	Received	
Facilities First	Received	
Ricoh	Received	
Thompson Geer	Received	
United Office Supplies	Received	
ABN – Share Registrar	Received	
RNW Fire Services	No BCP in place	
Nilsen	Received	
St James First Aid	Alternative in place	
The Door People	Alternative in place	
Trent Gill Electrical	Alternative in place	
Tritech Refrigeration	Received	
Grant Thornton	Alternative in place	
Bentleys	Alternative in place	
Aptus Business Solutions	Alternative in place	
Crawford Legal	Alternative in place	
Newberry Paterson	Alternative CEO	
Minicozzi Lawyers	Alternative Thomson Geer	
Jones Lang La Salle	Received	

Novel Coronavirus (2019-nCOV)

What is coronavirus?
The 2019 Novel Coronavirus (2019-nCOV) is a newly identified virus from the coronavirus family. First identified in Wuhan, Hubei Province, China. Although other coronaviruses have been discovered, this had not been detected before the recent 2019 outbreak.

How is n-COV spread?
This virus probably originally emerged from an animal source but continued to spread from person-to-person. This is known as a zoonotic disease. The coronavirus is most likely to spread from person-to-person through:

- direct close contact with a person whilst they are infectious.

- close contact with a person with a confirmed infection coughs or sneezes; or

- touching objects or surfaces (such as doorknobs or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

Most infections are only transmitted by people when they have symptoms. These can include fever, a cough, sore throat, tiredness and shortness of breath.

Incubation and Symptoms
The time from infection to the start of symptoms (incubation) can and will vary between people. The average time for incubation is 2-14 days.

Symptoms can include:

- Fever (temperature above 37.5C)
- Cough
- Sore Throat
- Shortness of breath
- Unexplained loss of smell or altered sense of taste.

How is it treated?
There is no specific treatment for coronaviruses. Antibiotics are NOT affective against viruses. Most symptoms can be treated with supportive medical care.

What are the protective measures?
Practising good hand hygiene and sneeze/cough hygiene is the best defence against most viruses. You should:

- wash your hands often with soap and water before and after eating as well as after attending the toilet.
- Where necessary, avoid contact with others (including touching, kissing, hugging, and other intimate contact); and
- cough and sneeze into your elbow;
- keep about 1.5 metres distance from those around you in the community, workplace and at home;
- swap handshakes for a wave
- turn face to face interactions into phone or video conference calls
- consider working from home
- pay using tap-and-go instead of cash

For more information visit the Australian Government Department of Health homepage at www.health.gov.au.

CRITICAL BUSINESS FUNCTIONS
COVID-19

STEP 1	What do I have to maintain to keep the business operating?	Everyday	- Client Issues

STEP 1 — What do I have to maintain to keep the business operating?

- Everyday
- Every week
- Monthly

- Client Issues
- Operational Issues
- Financial issues
- IT Issues
- HR Issues
- Travel
- Holidays / Weekends
- Reporting issues

STEP 2 — Identify the actions and operations that are critical to the business and rank them in order of priority.

STEP 3 — Identify what period of time you can NOT do these things before it becomes critical to the business (1 day, 1 week, 2 weeks)

STEP 4 — From the priority list, determine possible workarounds, alternatives including operating remotely or via external resources

STEP 5 — For all priority actions, identify ways to reduce the impact through development of controls which seek to minimise the risk and check with your Manager.

SCENARIO	PROCEDURES	COMMUNICATION
Staff with COVID-19 symptoms (suspected cases)	• Staff to be sent home and seek medical advice over the phone. • Remain in self-isolation until testing result return. • Adhere to advice from the Health Authorities	• Contact the SA Department of Health SA Department of Health • Inform the immediate Manager • Monitor status of staff member • Refer to Escalation Process Appendix D.
Persons arriving on site that seems unwell or shows signs of COVID 19 symptoms	• Provide a RAT test by Market Official • Person is to be sent home immediately.	• Staff monitoring the health checkpoints should remain at a distance away from arriving persons. • Conduct Random RAT's, • Report all RAT tests to SA Health • Staff are at very low risk due to very limited time in front of the person. • Notify the site manager of the high-risk person and the need for follow up.
Staff confirmed with COVID-19	• Staff member to remain at home or under care of medical team. • Conduct thorough cleaning of the office/ warehouse environment. • CEO and senior management may consult with the SA Department of Health and will decide on the extent of the affected area and operations to be suspended, if required.	• Contact the SA Department of Health SA Department of Health. • Inform the immediate supervisor/manager. • Advise HR. • Media enquiry to be directed to the CEO or Communications and Business Development, Manager • Notify stakeholders or contractors who may have come in contact with this person. • Notify staff of positive case, cleaning process, changes to operations. • Refer to Escalation Process Appendix D

Staff who have been in contact with a Positive COVID-19 case.	• Staff to wear a mask for 7 days. • RAT 5 x over the following 7 days • Report those result to SA Health • Not attend a tier 1 sensitive setting for 14 days. • Not attend a tier 2 sensitive setting for 7 days. • Inform your manager	• Contact the SA Department of Health. • Inform the immediate supervisor/manager. • Advise HR. HR to monitor status of the affected staff. • Refer to Escalation Process Appendix D

The following escalation process should be followed in the case of a suspected or confirmed case of COVID-19 amongst staff and Market Users.

CRISIS INCIDENT MANAGEMENT TEAM

| HEALTH DEPARTMENT |
| HUMAN RESOURCE CONSULTANT |
| BOARD |
| LEGAL CONSULTANT |

CHIEF EXECUTIVE OFFICER

| OPERATIONS MANAGER | SENIOR COMMERCIAL PROPERTY MANAGER | FINANCIAL CONTROLLER |

STAFF

ROLE	RESPONSIBILTIES
STAFF	- Inform direct manager and /or the Chief Executive Officer - work with your Manager and the Chief Executive Officer on procedures to be adopted
MANAGER	- inform the Chief Executive Officer - work with the SA Department of Health - advise on office implications - advise on Market Community implications
HR CONSULTANT LEGAL CONSULTANT FINANCIAL CONTROLLER	- contact CEO for technical advice - assist with advice on HR issues
CEO	- coordinate the process - ensure that the Health Authorities are contacted and involved - liaise with Management - advise all staff of any office implications - advice on procedures to be adopted - liaise with Marketing and Communications Manager / Media - oversee the work with the SA Department of Health

PROCEDURE FOR VISITOR UPON ARRIVAL ON SITE

Visitors MUST download the SINE PRO app prior to arrival or Sign in at the gatehouse on arrival completing a site induction.

Have you any symptoms of COVID-19 or ;

- Ordered to Isolate By SA Health, or
- feel unwell
- Close contacts may enter but must follow strict Government guidelines, face mask, social distancing and hand hygiene

YES

No

Do Not Allow Entry Please follow the recommend testing and quarantine requirements.

Access Allowed.

PROCEDURE FOR ANY PERSON WHO IS IN CLOSE CONTACT WITH AN COVID-19 INFECTED PERSON

If a person becomes aware that they are a close contact of a positive COVID-19 infected person (they should put on a face mask. If not already), wash hands and perform a Rapid Antigen Test and social distance?

Person or Manager to communicate with the CEO immediately via phone and or text message. Communication should be acknowledge by the CEO.

CEO to liaise with Critical Incident Management Team

Person is to follow the SA health Guideline for further instructions

PROCEDURE FOR SYMPTOMATIC
PERSON WHILST ON SITE

Person develops symptoms whilst on site

Person should inform manager or Market official, head home to isolate and perform a COVID-19 test at an SA Health approved site.

Person or Manager to communicate with the CEO immediately via phone and or text message. Communication should be acknowledge by the CEO.

CEO to liaise with Critical Incident Management Team

Persons Manager or Critical Management Team to identify the person vaccination status, Location visited, how long to ascertain type of contact they are

Was the persons covid test result Positive?

Yes

Person is to follow the SA health Isolation requirements and seek medical assistance if required

No

Person can return to work under their return-to-work procedures when feeling 100%.

Carry out a full clean as per the direction by the department of health guidelines on all locations Identified

PROCEDURES FOR A CONFIRMED COVID-19 CASE
BUSINESS RESPONSE

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┌─────────────────────────────┐          ┌──────────────────────────────────┐
│ A person a confirmed COVID-19│ ─ ─ ─ ─  │ Market Fresh SA Marketing &       │
│   case in SAPML office       │          │ Communication Manager and CEO to │
└─────────────────────────────┘          │ prepare a press release and client│
              │                          │ holding statement. If the person  │
              ▼                          │ is not a SAPML employee           │
┌─────────────────────────────┐          │ consideration to involve business │
│ CEO and HR Consultant to     │          │ owners contact.                   │
│ inform the CIMT              │          │ Preparation only not for release –│
└─────────────────────────────┘          │ only CEO should engage with the   │
              │                          │ Media                             │
              ▼                          └──────────────────────────────────┘
┌─────────────────────────────┐          ┌──────────────────────────────────┐
│ CIMT to inform Managers to   │ ─ ─ ─ ─  │ Market Fresh SA Marketing and     │
│ vacate staff from the area   │          │ Communication Manager to prepare  │
│ A announcement will also be  │          │ a press release and tenants       │
│ made as per script           │          │ holding statement.                │
└─────────────────────────────┘          │ Preparation only not for release –│
              │                          │ only the CEO should engage with   │
              ▼                          │ the Media.                        │
┌─────────────────────────────┐          └──────────────────────────────────┘
│ SAPML site Operations Manager│
│ to activate cleaning vendor  │
│ to carry out a clean based on│
│ Terminal / Infectious        │
│ Cleaning Process Guidelines  │
│ or as directed by the        │
│ Department of Health         │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐          ┌──────────────────────────────────┐
│ All persons to continue to   │ ─ ─ ─ ─  │ Managers to provide instructions  │
│ work from home until         │          │ to their team                     │
│ instructed to return to the  │          └──────────────────────────────────┘
│ site                         │
│ All media enquiries to be     │
│ directed to the SAPML CEO    │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ SAPML CEO to provide updates │
│ to HR Consultant on the      │
│ status of the affected person│
└─────────────────────────────┘
```

Download the SinePro app for free

Search for SinePro via the App Store (Apple iPhone) or Google Play (Android) and download it for free.

Setup a new Sine account and you will be able to check-in when you arrive at the South Australian Produce Market.

Make note of your user name and password for future use.

Step by step instructions on how to download the app and complete the online form are available here:
www.sine.co/saproducemarket/

DAILY PROCESS

- Go to the following link https://sine.co/wf/pBuk1GoA
- Log in, complete and submit the Health Screening Form (your responses will be valid for a 12-hour period from submission)
- Arrive at the Market and open the app on your mobile device
- Select 'Scan' from the top right corner of the screen on the app
- Scan the QR code at the gate
- Confirm the prompted question that your submitted answer are still correct
- Complete and enter the Market

For any questions in relation to the Digital Health Screening - please contact Sharna on Sharna@saproducemarket.com.au or call 8349 4493

Please refer to the following link for a copy of all relevant SAPML Policy(s) as listed below.

POLICY	LINK
Confidentiality	Confidentiality Policy
Equal Opportunity	Equal Opportunity Policy
Grievances in the Workplace	Grievances in the Workplace Policy
Infectious Disease	Infectious Disease Policy
Information Technology	Information Technology Policy
Leave Without Pay	Leave Without Pay Policy
Personal Leave	Personal Leave Policy
Privacy	Privacy Policy
Sexual Harassment	Sexual Harassment Policy
Social Media	Social Media Policy
Travel	Travel Policy
Work Health and Safety	Work Health and Safety Policy
Working from Home	Working from Home Policy
Workplace Bullying	Workplace Bullying Policy

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Trust Sources

Document title	Weblink
Australian Health Management Plan for Pandemic Influenza (AHMPPI) 2014	https://www1.health.gov.au/internet/main/publishing.nsf/Content/519F9392797E2DDCCA257D47001B9948/$File/w-AHMPPI-2019.PDF
Jurisdictional Pandemic Plans	https://www1.health.gov.au/internet/main/publishing.nsf/Content/panflu-plans-1
National Communicable Disease Plan	https://www1.health.gov.au/internet/main/publishing.nsf/Content/ohp-nat-CD-plan.htm
National Health Security Act 2007	https://www.legislation.gov.au/Details/C2016C00847
World Health Organisation (WHO)	https://www.who.int/emergencies/diseases/novel-coronavirus-2019

Document References

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2. Infection Prevention and Control. https://www.who.int/infection-prevention/en/
3. Australian Health Sector Response Plan for COVID-19. https://www.health.gov.au/resources/publications/australian-health-sector-emergency-response-plan-for-novel-coronavirus-covid-19
4. The National Safety and Quality Health Service (NSQHS) Standards. https://www.safetyandquality.gov.au/standards/nsqhs-standards
5. Centres of Disease Control and Prevention COVID-19 https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html
6. Zhou P, Yang XL, Wang XG, *et al. A pneumonia outbreak associated with a new coronavirus of probable bat origin* Nature (Feb) 2020. doi: 10.1038/s41586-020-2012-7.
7. WHO Basic protective measures against the new coronavirus. https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public
8. Social distancing. Evidence Summary NSW University 2019. https://www1.health.gov.au/internet/main/publishing.nsf/Content/519F9392797E2DDCCA257D47001B9948/$File/Social-2019.PDF
9. WHO Public health for Mass Gatherings: Key Considerations. 2015. https://www.who.int/ihr/publications/WHO_HSE_GCR_2015.5/en/
10. Novel coronavirus (2019-NCOV) Fact sheet. https://www.health.gov.au/resources/publications/novel-coronavirus-2019-ncov-what-you-need-to-know-qing-kuang-xu-zhi
11. Australian Government environmental cleaning and disinfection principles for COVID-19. https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf

DOCUMENT DISTRIBUTION RECORD

REVISION	DATE	SUPERCEDED	APRPOVED
Revision 1	24 March 2020	27 March 2020	Chief Executive Officer
Revision 2	27 March 2020	10 April 2020	Chief Executive Officer
Revision 3	10 April 2020	24 April 2020	Chief Executive Officer
Revision 4	24 April 2020	6 August 2020	Chief Executive Officer
Revision 5	6 August 2020	22 August 2021	Chief Executive Officer
Revision 6	22 July 2021	1 November 2021	Chief Executive Officer
Revision 7	1 November 2021	23 November 2021	Chief Executive Officer
Revision 8	23 November 2021	24th February 2022	Chief Executive Officer
Revision 9	24th February 2022	2nd May 2022	Chief Executive Officer
Revision 10	2nd May 2022		