HYNDS GROUP
COVID-19 SAFE OPERATING PROCEDURES

POLICY

Hynds recognises the ongoing risk COVID-19 poses to employees, contractors and visitors. Hynds will take all reasonably practicable steps to ensure that the risk of COVID-19 is managed to not cause harm to employees, contractors and visitors.

Hynds has established a number of prevention strategies to manage the risk of COVID-19 across the different Alert Levels.

PROCEDURE

Prevention measures in place at all Alert Levels.

- All staff are to sanitise their hands-on arrival and regularly throughout the day at designated sanitising stations.
- Avoid hand to face contact as much as possible.
- All staff are to practice 2m physical distancing (markings on floors can assist in some areas if required) and no contact policies at work. No handshakes for example.
- Proper handwashing and sanitising procedures are key prevention strategies for keeping yourself safe and to minimise the risk of transferring the virus to other surfaces and therefore others. Wash and dry your hands often, for at least 20 seconds before and after eating, using the ablutions etc.
- Gloves and face masks are recommended when working in closer proximity to others for higher alert levels. Check regularly for any policy changes on this and other prevention measures.
- Transmission is highest through sneezing or coughing, ensure you do this away from others and into a tissue or your elbow if necessary, not your hands. Do not touch your face. Note: You could pass on the virus to others before developing symptoms yourself.
- Increase cleaning frequencies, particularly on communal/shared contact surfaces such as door handles. Disinfectant and wipes are available for this. A site roster should be developed at all sites focusing on the following high traffic areas.
  - Alarms, clock-in tablets, door control buttons, automated sign in areas, EFTPOS, machinery consoles
  - Entryways, internal doors into factory, lunchroom, toilet areas
  - Lunchroom (cupboards, fridges, microwave, stove, dishwasher, plates, cups, etc)
  - Computers, phones, photocopier / printer, workstations
  - Shared tools & equipment
  - Customer interface surfaces
  - Machinery buttons, ON / OFF switches
  - Forklift and loader controls
  - Vehicle controls
- Pre-start safety briefs held before commencement of work each day.
Limit the numbers of personnel in the lunchroom or meeting rooms at any one time and limit time of exposure with others (ideally less than 15 minutes). Meetings are to be minimised and are better in open spaces maintaining 2m distancing and teleconferencing is to be used wherever possible.

Breaks should be staggered to minimise exposure with others. Greater distancing in smokers’ areas should be applied as virus may attach itself to smoke particles.

Staggering shift handover is a key aspect to minimise interaction and where possible instructions are to be documented and contact minimised to ensure clean cutover and no contamination.

Office, production and warehouse/stores areas are physically separate. Ensure personnel movement between areas is limited only to what is strictly necessary for higher alert levels, segregating workforce as much as possible to their work bubbles.

Maintain a daily site register of all workers, contractors, customers.

Staff who can work and be effective from home have been set-up for this to minimise numbers on-site. This will likely be reduced for lower levels, but still encouraged.

Identify higher risk staff - elderly, other pre-existing conditions e.g. by use of different coloured high visibility vests

All staff complete POST COVID-19 START SAFE online learning

All sites complete COVID-19 Site Protection Ready spreadsheet (GM to return to CEO)

NO VISITORS POLICY

ESSENTIAL CONTRACTORS ONLY

STAFF ONLY ACCESS TO BRANCHES AND WAREHOUSING

Staff to answer these questions daily:

Prevention Measures Level 4 - ELIMINATE

All staff are to continue to follow government advice on isolation strategies throughout the Alert Level 4 lockdown period to protect themselves and colleagues.

Non-essential businesses are closed, those that can work from home continue to work at 100% capacity.

Only small numbers of staff and sites throughout the Hynds network are to remain open or on-call to support “essential” projects. Strict contactless approach with all customers. Site Job Safety Environmental Analysis (JSEA) applies.

While we aim to minimise personnel interaction, no person is to work alone operating machinery without another person nearby or checking regularly.
Prevention Measures Level 3 & 2 – RESTRICT/REDUCE

**Office areas**
- Maintain vigilant commercial daily cleaning regime with Third Party Contractor (as per contracted cleaning regimes)
- Site cleaning regime maintained and rostered (focussing on above areas)
- Identify higher risk staff – elderly, other pre-existing conditions etc (with by use of different coloured high visibility vests)
- Physical distancing always applied (2 metre rule applies for physical distancing)
- Strict hygiene practices followed at all times (washing of hands, sneezing and coughing etiquette)
- Hygiene Stations (provision of hygiene stations in office areas)
- Hygiene and COVID-19 Information (posters and instructions available in all cohabitated areas)
- PPE available for all staff including masks and disposable gloves (if needed)
- No credits policy enforced, no handling of goods taken or sold until we are back to normal trading this means we will not be accepting any product (credits)
- No visitors policy
- Essential contractors only
- Records of all persons coming onto sites (maintain contact tracing register)

**Branches**
- Installation of physical controlled customer exclusion systems and signage in all branches to achieve contactless operations.
- Pre-orders, pack and place for collection, delivery to achieve contactless transfer of goods.
- Staggering worker starts is a key aspect to minimise interaction and improve distancing compliance.
- Identify higher risk staff – elderly, other pre-existing conditions etc (with by use of different coloured high visibility vests)
- Physical distancing always applied (2 metre rule applies for physical distancing)
- Strict hygiene practices followed at all times (washing of hands, sneezing and coughing etiquette)
- Hygiene Stations (provision of hygiene stations in office areas)
- Hygiene and COVID-19 Information (posters and instructions available in all cohabitated areas)
- PPE available for all staff including masks and disposable gloves (if needed)
- No credits policy enforced, no handling of goods taken or sold until we are back to normal trading this means we will not be accepting any product (credits)
- No visitors policy
- Essential contractors only
- Records of all persons coming onto sites (maintain contact tracing register)

**Distribution Yards/Warehousing**
- Strictly no access to customers, contractors into warehouse or storage areas
- Pre-orders, pack and place for collection.
- Contactless deliveries planned
- Identify higher risk staff – elderly, other pre-existing conditions etc (with by use of different coloured high visibility vests)
- Physical distancing always applied (2 metre rule applies for physical distancing)
- Strict hygiene practices followed at all times (washing of hands, sneezing and coughing etiquette)
- Hygiene Stations (provision of hygiene stations in office areas)
- Hygiene and COVID-19 Information (posters and instructions available in all cohabitated areas)
- PPE available for all staff Pre-start safety briefs held before commencement of work each day.
Limit the numbers of personnel in the lunchroom or meeting rooms at any one time and limit time of exposure with others (ideally less than 15 minutes). Meetings are to be minimised and are better in open spaces maintaining 2m distancing and teleconferencing is to be used where possible.

Breaks should be staggered to minimise exposure with others. Greater distancing in smokers’ areas should be applied as virus may attach itself to smoke particles.

Masks and disposable gloves (if needed)

Forklift and loader operation (maintain one user, surfaces cleaned down regularly, sanitiser and PPE available inside the cab)

Vehicle operation (all vehicles onsite) (maintain one user, surfaces cleaned down regularly, sanitiser and PPE available inside the cab)

Transport (Hynds and Contracted Carriers)

Contactless loading and unloading of all cartage trucks.

Electronic docketing to avoid contact

Drivers should remain in their cabs if the load will allow it and must wash or clean their hands before unloading goods and materials.

Where possible, the trucks must not be driven by multiple employees. However, if the same driver cannot be utilised, the touch points in and on the trucks must be cleaned once the truck arrives back on site. This must include the steering wheel, seat belts, door handles (inside and outside), dashboard, gear stick, etc. (sanitiser and PPE available inside the cabs)

Upon arriving at the delivery site, any protocols and measures that have been implemented must be adhered to, ensuring physical distancing is maintained where possible. Follow site control guidance at all times (this may involve site inductions).

Identify higher risk staff – elderly, other pre-existing conditions etc (with by use of different coloured high visibility vests)

Physical distancing always applied (2 metre rule applies for physical distancing)

Strict hygiene practises followed at all times (washing of hands, sneezing and coughing etiquette)

Breaks should be staggered to minimise exposure with others. Greater distancing in smokers’ areas should be applied as virus may attach itself to smoke particles.

Records of all deliveries and sites, including contract carriers to site (maintain contact tracing register)

Manufacturing

Strictly no access to customers, contractors into manufacturing areas

Contactless loading and unloading procedures

Identify higher risk staff – elderly, other pre-existing conditions etc (with by use of different coloured high visibility vests)

Physical distancing always applied (2 metre rule applies for physical distancing)

Maintain work area bubbles (to be determined by site managers)

Strict hygiene practises followed at all times (washing of hands, sneezing and coughing etiquette)

Hygiene Stations (provision of hygiene stations in office areas)

Hygiene and COVID-19 Information (posters and instructions available in all cohabitated areas)

PPE available for all staff including masks and disposable gloves (if needed)

Forklift and loader operation (maintain one user, surfaces cleaned down regularly, sanitiser and PPE available inside the cab)

Vehicle operation (all vehicles onsite) (maintain one user, surfaces cleaned down regularly, sanitiser and PPE available inside the cab)

Pre-start safety briefs held before commencement of work each day.

Limit the numbers of personnel in the lunchroom or meeting rooms at any one time and limit time of exposure with others (ideally less than 15 minutes). Meetings are to be minimised and are better in open spaces maintaining 2m distancing and teleconferencing is to be used where possible.

Breaks should be staggered to minimise exposure with others. Greater distancing in smokers’ areas should be applied as virus may attach itself to smoke particles.
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- Staggering shift handover is a key aspect to minimise interaction and where possible instructions are to be documented and contact minimised to ensure clean cutover and no contamination.

**Workshops, laboratories**

- Strictly no access to customers, contractors into workshop or laboratory areas
- Identify higher risk staff – elderly, other pre-existing conditions etc (with by use of different coloured high visibility vests)
- Physical distancing always applied (2 metre rule applies for physical distancing)
- Maintain work area bubbles (to be determined by site managers)
- Strict hygiene practices followed at all times (washing of hands, sneezing and coughing etiquette)
- Hygiene Stations (provision of hygiene stations in office areas)
- Hygiene and COVID-19 Information (posters and instructions available in all cohabitated areas)
- PPE available for all staff including masks and disposable gloves (if needed)
- Pre-start safety briefs held before commencement of work each day.
- Limit the numbers of personnel in the lunchroom or meeting rooms at any one time and limit time of exposure with others (ideally less than 15 minutes). Meetings are to be minimised and are better in open spaces maintaining 2m distancing and teleconferencing is to be used where possible.
- Breaks should be staggered to minimise exposure with others. Greater distancing in smokers’ areas should be applied as virus may attach itself to smoke particles.

**Mobile Staff (i.e. Project Managers, QA’s, Sales Reps, Health, Safety & Environment)**

- Working remotely should be maintained where practicable.
- Moving between regions is allowed at Level 2.
- Sign in if visiting any company or customer premises.
- Upon arriving at the delivery site, any protocols and measures that have been implemented must be adhered to, ensuring physical distancing is maintained where possible. Follow site control guidance at all times (this may involve site inductions).
- Designated people to certain clients / sites / jobs (use other contact means if practical)
- Vehicle operation (all vehicles onsite) (maintain one user, surfaces cleaned down regularly, sanitiser and PPE available inside the cab)
- Physical distancing always applied (2 metre rule applies for physical distancing)
- Strict hygiene practices followed at all times (washing of hands, sneezing and coughing etiquette)
- PPE available for all staff including masks and disposable gloves (if needed)
**Potential Positive COVID exposure worker:**

**COVID-19 Personal Response Plan**

What should you do if you have **symptoms** or have **potentially come into contact** with someone who is suspected or confirmed as having contracted COVID-19?

- **Symptoms?** Fever >37.5° Persistent or dry cough (loss of smell)
  - No, but I might have been in contact with Covid-19
    - Travel history to areas with issued travel restrictions?
      - Yes
        - Close contact with a person with symptoms (suspected/confirmed)?
          - Family member
            - Work, work contact
            - Within: >1m, >4h; <1m, <1h
          - No
            - Indirect contact with a person with symptoms (suspected/confirmed)?
              - Public transport, shared spaces
                - No
                  - Call Health Line HSE Manager
                    - If suspected Covid19, do not go to a hospital unless instructed to by the Health Line
                      - Isolation for 14 days
                        - Symptom free for 14 days from time of contact/cleared for work by a medical professional
                          - Return to Work
                            - Symptom free/cleared for work by a medical professional
                          - If advised self isolation is not required
                        - If advised to self-isolate
                          - Stay home
                            - If not Covid19, stay home until better
                - Yes
                  - Call Health Line HSE Manager
                    - If advised self isolation is not required
                  - Isolation for 14 days
                    - Symptom free for 14 days from time of contact/cleared for work by a medical professional
                      - Return to Work
                        - Symptom free/cleared for work by a medical professional
                    - If advised to self-isolate
                      - Stay home
                        - If not Covid19, stay home until better
          - Yes
            - Stay home

NZ Health Line 0800 349 5453
All Health Line 1800 202 080
Write down the advice and notify your manager

If you have questions or concerns, please email james.willoughby@hynds.co.nz
**Potential COVID-19 outbreak at site**

**Covid19 Response Flowchart for Managers**

- **Person on site with symptoms?**
  - Fewer SBC
    - Persistent or dry cough
    - Shortness of breath
  - Yes, send person with symptoms home
  - Call Health Line Obtain Advice
  - Take care of individual

- **No, but potential contact with Covid19?**
  - Did they come into contact personally with someone who is now in isolation?
  - Have they been instructed to self-isolate due to personal exposure?
  - Were they on site but with no symptoms?

**COVID19 Personal Response Plan**
1. Notify HSE for monitoring
2. Confirm pay as appropriate
3. Plan return to work

**IDENTIFY**
- The person’s specific work area, and
- The common areas that have potential contamination

**ACTION**
- Clear area of workers and
- Disinfect high-touch surfaces (e.g., tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks)

**IDENTIFY**
- The individuals who had close contact with the person when they had symptoms:
  - Direct Physical Contact
    - Within 1 m >15 min
    - Within 2 m >2 hours

**ACTION**
- Manager to contact the individuals
  1. Inform them that they may have been exposed (medium risk)
  2. Ask them to call the Health Line and self-isolate if advised
  3. Ask them to report back the advice and actions to be taken

**IDENTIFY**
- The groups who may have had indirect contact with the person when they had symptoms:
  - Indoors in the same area for a prolonged period
  - E.g., open office, classroom, same work area, etc.

**ACTION**
- Manager to contact the group:
  1. Inform them that they may have been exposed (low risk)
  2. Ask them to call the Health Line and self-isolate if advised
  3. Ask them to report back the advice and actions to be taken

**Communication Tips**
- Outline the exposure and decisions made
- Confirm that the efforts were made to identify and contact people who had direct exposure
- Remind everyone that they can use the Personal Response Plan to evaluate their risk
- Remind everyone of good hygiene practices
- Request that affected individuals inform their manager
- Confirm that the situation will be monitored and that an update will be provided if the situation changes
- Refer people to support where needed (e.g., EAP, HSE, HR, Manager, etc)

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**HYNDS GROUP**
COVID-19 SAFE OPERATING PROCEDURES

**Document Owner:** HSE Function
**Review Date:** Ongoing
Pastoral Care

- Manager to maintain dialogue with all staff and their situations
- Manager to host pre-start briefing to maintain dialogue (template provided)

Occupational Health & Safety

- Staff to carry out COVID-19 mandatory questions on daily basis (posters at all entry areas).
- Full daily worker attendance site registers maintained at all sites.
- Hygiene Stations (products provided to all sites)
- Hygiene and COVID-19 Information (posters provided to all sites)
- PPE available for all staff including masks and disposable gloves (provision of PPE provided to all sites)
- Identify higher risk staff – elderly, other pre-existing conditions etc (sites to determine different coloured high visibility vests)
- Physical distancing always applied (2 metre rules maintained and enforced)
- Strict hygiene practises followed at all times (washing of hands, sneezing and coughing etiquette)
- Employee guidance flowcharts on COVID-19 distributed to all staff (provided to all workers)
- Manager guidance flowcharts on COVID-19 distributed (provided to all managers)
- All sites to complete COVID Site Ready documents
- All staff to complete POST COVID-19 Level 4 induction
- Flu Vaccinations made available (these should be pre-booked, contact Michell McGregor for details)