COVID-19

SAGE Group Response - Victoria

1. COVID-19: MANAGING THE IMPACT

SAGE Group recognises the increasing need to manage our workforce's exposure to the COVID-19 virus, by setting clear guidelines for our people to follow. We will continue to monitor and manage this situation, placing appropriate preventative measures across our regions so that all stakeholders including our employees, subcontractors, clients and the communities in which we work are kept safe and well.

This document highlights the risk mitigation steps being taken across the SAGE Group business, specifically SAGE Victoria. These steps are based on advice given by the Australian Government and Department of Health, as well as SAGE Group. It identifies matters to be considered at the workplace with regards to managing the spread of COVID-19.

Further reading: Department of Health: What you need to know about COVID-19 and Safe Work Australia-Information for Workplaces

2. COVID-19 PROTOCOLS

2.1 SAGE Group COVID-19 protocols:

The following protocols have been introduced at all sites where work is undertaken.

1. Travel
    a. International travel not allowed due to Australian border closure
    b. Domestic travel not allowed unless for business critical operations only (requires COO/EO approval)
    c. If family member has travelled, notification to manager is required.
    d. Victorian workers who do not have a permit must work from home.
    e. If you need to travel to and for work, you must have a work permit.
    f. Unless an exemption applies, permitted workers must work at the location outlined on the permit and cannot work between multiple worksites.

2. Physical distancing
    a. Majority of workforce is working from home (except roles that cannot be performed from home eg: Site roles, in which a worker's permit has been approved).
    b. One worker per four square metres of enclosed workspace or in shared areas.
    c. During stage-4 restrictions no employee is permitted to work from the SAGE office in Victoria.

3. Personal hygiene practices
    a. During stage-4 restrictions, Victorian workers must wear mandatory face coverings outside their home. The SAGE Group will ensure adequate face coverings and PPE are available to staff who are required to travel to site.
    b. Using hand sanitiser on entry to any location. Wash hands upon entry to any location (if facility available) for minimum 20 seconds
    c. Use hand sanitiser frequently on site, particularly when entering, exiting a work area and change of task. Cover coughs and sneezes with your elbow or a tissue
    d. Dispose of tissues properly, and wash hands with soap and water for 20 seconds. Avoid touching the face.
    e. Wash hands upon entry and exit to any communal amenities

4. Office/Site hygiene practices
    a. Cleaning of all door handles and work desks after work is complete.
    b. Cleaning of communal amenities after each use
    c. Adequate supplies of cleaning products including detergent and disinfectant will be maintained at all SAGE offices and workspaces.
    d. Employees are required to use hand sanitizer and disinfected products while on site.

5. Managing illness

Any individual who is feeling unwell, for any reason, should stay at home and seek medical attention. Should a worker exhibit any symptoms associated with COVID-19, they should call ahead of time to book an appointment with their treating medical practitioner about their symptoms, travel history and any recent close contact with someone who has, or is suspected to have, COVID-19. The SAGE Group will report any positive cases of coronavirus (COVID-19) to DHHS, Worksafe, Health and Safety Representatives, and will notify our workforce.

https://www.dhhs.vic.gov.au/coronavirus

2.2 Managing Non-SAGE GROUP Employees & Workers

Whilst SAGE Group will not mandate that those performing works on our projects comply with our own policy, we do expect that subcontractors, consultants and suppliers comply with DHHS AND Australian Government requirements.

This is confirmed through our prequalification process. Provision of COVID-19 policy and procedures is required.

2.3 COVID-19 Diagnosis

If diagnosed with COVID-19 after seeking medical attention, employees and workers will be subject to the Department of Health's isolation procedures.

Any employee or worker confirmed to have contracted COVID-19 will be placed on leave until fully recovered and able to return to work, once cleared to do so by a doctor. The individual's manager and/or project manager and the HSEQ Manager must be notified immediately.

Any colleagues or co-workers that have had close contact with someone who has been diagnosed with COVID-19, or have shared work surfaces with them, must also self-isolate for 14 days and work from home if they can. This will be assessed on a case by case basis – in coordination with the HSEQ Manager. An industrial cleaning service will also be completed as per Department of Health guidelines.

2.4 Self-Isolating & Working From Home

If employees or workers are required to self-isolate, an appropriate work plan must be agreed to facilitate working from home where possible.

If working from home is not an option, the employer or worker will be on leave.

Employees and workers have been provided the following information regarding isolation requirements:

https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-about-home-isolation-when-unwell-suspected-or-confirmed-cases

2.5 Reporting Responsibilities

SAGE Group is enacting mandatory reporting requirements to monitor, track and respond to the impact of this evolving situation.

Any COVID-19 related issues are reported to the Reporting Manager, State General Manager – VIC, General Manager, People & Culture and Health, Safety, Environment and Quality (HSEQ) Manager.

Employers, workers and SAGE contractors are required to collect records of all workers, subcontractors, customers and clients attending the work premises for 15 minutes or longer, to ensure a register/movement log is kept for contact tracing.

2.6 Taking Responsibility

Employees and workers are expected to:

- Remain vigilant, adopt good personal hygiene practices and be aware of infection control.
- Conduct individual risk assessments at home and at work regarding their personal circumstances and what they need to do to mitigate the impact of being exposed to the COVID19.

3. CUSTOMER CONTINUITY

3.1 Resources

SAGE continues to have local personnel/s available for on-call, unplanned and scheduled works. Our resourcing is planned and managed locally, however also rolls up to a national level to ensure SAGE is effectively managing its workload and supporting our customers.

SAGE also has its National Operations Centre (NOC), based in the Tonsley office in Adelaide. The NOC is operated by a team of experienced and competent Engineering Technicians. A centre of excellence, the NOC provides remote technical and administrative support to all field operations in addition to the local technicians and support engineers.

SAGE Victoria is staggering the work requirements on site to keep the number of personnel at jobs as per the mandates provided by DHHS Victoria.

All our service technicians' respond from their home, not the office.

3.2 Supply Chain

SAGE continues to remain in constant contact with its supply chain to ensure any critical and long lead items are not impacted.

In particular, our top 40 suppliers are being contacted regularly to determine if any issues or possible delays around supply of material based on last two years of sales. Responses from our suppliers are being documented and are reviewed weekly.

We are managing a backorder report which is being updated on a daily basis.

4. STAKEHOLDER COMMUNICATION

4.1 Internal Stakeholders

Regular communications are provided to all internal stakeholders relating to how the SAGE Group will respond to the evolving COVD_19 situation in line with advice presented by Australian Government Department of Health, SafeWork Australia and State Health Departments and other government agencies.

The following actions will occur:

• Communication of this plan with all team members.
• Intranet site incorporating updates relating to COVID-19.
• Companywide SMS facility used for important safety related update.
• Establishing clear guidelines for employees to communicate, report their status and seek information if required.

4.2 External Stakeholders

Customer updates to be conducted using Teams Meeting or 'GoTo' meetings where possible. SAGE to facilitate.

Limit meetings with other external contacts. Where site attendance is required, SAGE will attend with at least one representative and others (if required) via remote dial in (i.e. Teams).