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|  | Approved By: B.Varcoe | Quality & Food Safety Management System Manual | Review Date: 22 July 2020 | BFS-FSMS-PR-C-19Controls Document Ref: |
| | Author: J. Russill | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 1 - of 10 |

1. SCOPE AND APPLICATION:

- This document is linked to Famous Fresh’s COVID-19 risk register (BFS-OHS-RF-C-19RA) and the Famous Fresh COVID-19 Policy document (BFS-OHS-POL-C19).
- This response applies to all Famous Fresh divisions and business units.
- This response plan is applicable through all Levels of lifting of the lockdown as imposed by the State.
- This response plan and parts thereof will only become redundant, with a written directive issued by the Risk Executive declaring the plan or part/s there of void.
- Any business unit may allow for stricter rules to be developed or implemented on condition that (1) such rules are consistent with this response plan and 92) government regulations.

2. ROLES AND RESPONSIBILITY:

- Every employee is responsible to take precautions and exercise reasonable judgement in protecting themselves and other employees against risk of infection with COVID-19.
- All employees must follow the rules and procedures established to protect employees against COVID-19 infection.
- Its is a criminal and disciplinary offence to report inaccurate information concerning one’s status of infection, including encountering places or people that are infected when this was in fact not true at the time of making this report. All information reported must be factual and must be checked thoroughly before reporting to Famous Fresh management.
- All 16(2) appointee’s and Health and Safety Representatives should familiarise themselves with Regulation 480 of 20 April and GNR 479 29 April 2020. These are available on Worktrainer – COVID-19 Regulations.
- All 16(2) appointees must ensure that these regulations are implemented in full in business units under their control.
- Any inconsistencies between the Famous Fresh response, policy, risk register, and the regulations must immediately please be brought to the attention of the Risk Executive.


3. PRIMARY CONTROL MEASURES ON REDUCING COVID-19 INFECTION RISKS:

Famous Fresh’s primary risk mitigation controls include:

- Protection of vulnerable staff – underlying health conditions, pregnancy, and employees over the age of 60years.
- Implementation of work-from-home policy where possible
- Implementation of electronic meeting tools – TEAMS, Zoom etc
- Social distancing
- Cloth masks
- Workplace and high touch point cleaning and sanitation controls
- Handwashing and alcohol hand sanitiser protocols
- Employee/ Visitor health & temperature screening at entrance to facility
- COVID-19 Contact Register reporting and daily monitoring
- Self-isolation of all employees who are sick
- Segregation of employees to ensure staggered work shifts, compartmentalisation therefore reducing risk of cross infection.
- Awareness material, training, and messaging

3.1 PROTECTION OF VULNERABLE EMPLOYEES

3.1.1 PERSONS OVER AGE OF 60 YEARS

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|--|--------------------------|--|------------------------------|--|
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| | Author: J. Russill | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 2 - of 10 |

- Such employees should ideally work from home
- Every measure to be taken to ensure that employees have their own workplace that allows for social distancing – 1.5m away from other employees
- Where working from home is not possible due to nature of job function, Famous Fresh will ensure that all employees wear masks, ensure sanitisation of workstations throughout the day, hand washing and hand sanitisation.
- Employees over 60 years of age should not engage with customers or suppliers.
- Drivers that fall into this category will be allowed to continue their work activities. They will be provided with cloth masks and with hand sanitiser to be used when out of the Famous Fresh facility and before and after deliveries are made. All vehicle cabs will be cleaned before the delivery route commences and at the end of the shift.

3.1.2. IMMUNO-COMPROMISED EMPLOYEES


- Employees that have underlying acute or chronic medical conditions including metabolic type conditions e.g. hypertension, cardiovascular disease, diabetes mellitus or any immune compromising condition should advise their manager or Human Resource manager.
- Such employees should ideally work from home
- Every measure to be taken to ensure that employees have their own workplace that allows for social distancing – 1.5m away from other employees
- Where working from home is not possible due to nature of job function, Famous Fresh will ensure that all employees wear masks, ensure sanitisation of workstations throughout the day, hand washing and hand sanitisation.
- Pregnant employees may plan with Management to determine options of work where working from home is not possible.

3.2. SOCIAL DISTANCING:

It is a general duty of all employees to ensure that they always maintain adequate space between themselves and colleagues, where this is practical. Employees should not gather in groups or socialise between shifts, and in all instances avoid social banter. COVID-19 is spread via droplet transmission, and the less social engagement will assist in limiting the potential spread of the disease. Masks must always be worn, during transit to and from work and while working on the premises. Face shields can be worn by employees engaging with members of the public and where the social distancing rule cannot be practically maintained.

3.2.1. WORKING FROM HOME

- Working from home is aimed at reducing the number of employees at work to minimise employee contact with each other.
- This assists with social distancing rules and implementation.
- Those who can work from home are selected as their jobs allow for working remotely. Not all employees may fall into this category and hence not all employees may be allowed to work from home.
- Those that may work from home must ensure that they remain at home and are available during working hours i.e. available online – email and mobile phone. All government COVID-19 regulations to be complied with.
- Employees working from home may not move to other locations for any reason during working hours other than to meet a legitimate work objective following approval by direct supervisor.
- Employees working from home should not have visitors to their home as far as practical as the object is to minimise the risk of COVID-19 infection.

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|--|---|--|--------------|---------------------------------|
|  | Approved By: | Quality & Food Safety Management System Manual | Review Date: | BFS-FSMS-PR-C-19Controls |
| | B.Varcoe | | 22 July 2020 | Document Ref: |
| Author: | COVID-19 RISK REGISTER CONTROL MEASURES | | Issue Date: | Page - 3 - of 10 |
| J. Russill | Revision No: 2.0 | | 31 May 2020 | |

- Employees working from home must ensure that they advise their manager if they have met persons suspected or confirmed to have COVID-19 prior to returning to the workplace. This employee will then be subject to a 14-day self-isolation from the date that they were in contact with the positive /suspected COVID-19 case and this information must be logged onto the COVID-19 Contact Register.

3.2.2 NO UNAUTHORISED GATHERINGS ALLOWED ON FAMOUS FRESH PREMISES

- Any activity at work that may have the effect of a gathering (3 persons or more) e.g. canteens, meeting rooms shall be avoided as far as practical.
- Where this is not possible, social distancing measures will be applicable, at least 1.5m or adequate space shall be provided. Only a responsible manager, who assumes the risk of the approval, may approve the legitimacy of a gathering, and allow it to continue.
- Where gatherings are commonplace and cannot be avoided, the floor area shall be clearly demarcated ensuring the adequate space rule is always complied with.
- All relevant COVID-19 control procedures e.g. sanitise hands, wear masks, social distancing, no physical contact, and cough etiquette must always be adhered to.


3.2.3. TRANSPORT OF EMPLOYEES TO AND FROM WORK

- Transport providers must be authorised by Famous Fresh to deliver the service.
- Transport vehicles must comply with the relevant transport and traffic regulations.
- All employees must wear face masks during transit
- The driver must wear a face mask during transit,
- The vehicle must be cleaned and sanitised internally daily.
- Social distancing and maximum carrying capacity as per the Dept of Transport must be practices.
- Staff must sanitise their hands before entering and after leaving the transport vehicle.
- Famous Fresh must keep a register of employees transported to and from work with authorised transport providers. These records must be available should a tracing exercise be required if an employee reports to be infected with COVID-19.
- No sick or ill employees should be transported together with healthy employees.

3.3. FACE MASKS

The main benefit of all employees wearing a cloth mask is to reduce the amount of virus droplets being coughed up by those with the infection and transmitted to others and surfaces that others may touch. Since some persons with the virus may not have symptoms or may not know that they have it, the Department of health requires that all persons wear a reusable cloth mask when in a public place.

- The **Branch General Manager** will supply all employees, free of charge, with a minimum of two (2) cloth masks, for the employee to wear while at work and while travelling to and from work.
- All employees will be required to wear masks in the workplace.
- The **Branch General Manager** will ensure that all employees are informed, instructed, and trained as to the correct use of the cloth masks.
- All visitors to our site to wear masks or denied entry.
- Staff may purchase and use their own masks provided that:
 - It always covers their nose and mouth fully
 - Is clean, and ironed before being worn
 - Branding or other (e.g. marks, pictures, or words) may not be offensive to any other employee.
- Violating the rules for wearing masks is a disciplinary offence and the necessary action will be taken

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| | Author: J. Russell | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 4 - of 10 |

3.4 PERSONAL HYGIENE

3.4.1. GOOD HYGIENE PRACTICES

- Avoid touching your eyes, nose, and mouth.
- COVID-19 is transmitted via infected droplets and it is likely that infected droplets can transfer the disease from your hands to your eyes or nose.
- Use hand sanitiser before leaving your car or getting off public transport. Rub the sanitiser over the tops of the hands, and between fingers and around the nail bed.
- Wash your hands with soap and warm as frequently as possible, especially when arriving home from work or using public transport.
- Always block or cover your mouth and nose when sneezing or coughing, ideally into your bent elbow or into a tissue. Discard tissue immediately and wash and sanitise your hands with soap and water or alcohol-based hand sanitiser immediately thereafter.

3.4.2. HAND WASHING AND USE OF SANITISERS

- The **Branch General Manager** will provide adequate facilities for washing of hands with soap and clean water.
- **Branch General Manager** will supply alcohol based sanitising solutions in the workplace for use between hand washing.
- Only paper towels and hot air dryers will be provided to dry hands after washing.
- All employees are required to regularly wash and sanitise their hands while at work.
- All drivers and van assistants are required to sanitise their hands with alcohol-based sanitiser before delivering stock and after the delivery is completed.


3.4.3. WORKPLACE SANITISATION AND HYGIENE

- All work surfaces and equipment will be disinfected before work begins, regularly during working period and after work ends.
- This will include all handling equipment, pallet jacks, goods trolleys, and vehicle cabs.
- All areas such as toilets, common/pause areas, door handles, shared electronic equipment (computer stations, mouse control, printers) will be regularly cleaned and disinfected.
- All employees will be required to sanitise their hands thoroughly before using the biometric attendance system.
- All employees that are desk based will be provided with liquid alcohol based sanitiser and paper towels to allow employees to sanitise their own workstations, including desks, telephones, computer key boards, desk chair armrests before starting work and at the end of their work day.

3.4.4. RETAIL SHOPS AND FAMOUS FRESH HOME DELIVERY SERVICES:

The **Branch General Manager** is responsible for protecting employees from being exposed to the virus through their interaction with the public and to protect members of the public from being exposed to the virus through interaction with Famous Fresh employees or other persons present in the workplace.

- Social distancing between employees and members of the public to be maintained. A minimum distance of 1.5 m to be always maintained between employee and member of public.
- Employees working in the Famous Fresh retail outlets will be supplied with face shields and cloth masks.

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|--|--------------------------|--|------------------------------|--|
|  | Approved By: B.Varcoe | Quality & Food Safety Management System Manual | Review Date: 22 July 2020 | BFS-FSMS-PR-C-19Controls Document Ref: |
| | Author: J. Russill | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 5 - of 10 |

- The **Branch General Manager** will install protective Perspex screen shield at all cashier stations to create a physical barrier between the employee and the customer.
- Social distancing floor demarcation will be done in checkout aisles to ensure that members of the public maintain the required physical distance between one another.
- The **Branch General Manager** will display notices advising persons other than employees entering the workplace of the precautions to be observed while in the workplace.
- The **Branch General Manager** will require members of the public, including supplier representative, and customers wear masks when entering the Famous Fresh premises or when engaging with Famous Fresh delivery staff.
- The **Branch General Manager** will provide hand sanitiser for use by the public at the entrance of the retail shop.
- All members of the public will be required to undergo health screening checks and temperature monitoring on entry to the Famous Fresh premises.

3.5. EMPLOYEE HEALTH AND HEALTH SCREENING

3.5.1. SICK EMPLOYEES MUST NOT COME TO WORK

- Employees who are ill and at home, should not come to work and must seek medical attention.
- Employees who are ill with flu and who exhibit COVID-19 symptoms [Fever (high temperature), cough, shortness of breath) but intentionally come to work may be subject to disciplinary action.
- Employees who are ill must seek medical attention.
- A medical practitioner's certificate (sick note) must be obtained.
- The sick note should be e-mailed or sent to the employer via WhatsApp when received not only on the date of return to work.
- No sick employee will be allowed to return to Famous Fresh business units without the permission and approval of the Risk Executive on the Worktrainer COVID-19 Register- Return to Work Approval.
- All cases of illness must be logged onto the Worktrainer COVID-19 Contact Register, monitored, and updated daily.
- The company rules regarding sick leave must always be followed as per the Basic Conditions of Employment Act.


3.5.2. COVID-19 SYMPTOM SCREENING

All employees will be required to have their temperature monitored daily on arrival at their place of work.

It is required that a Famous Fresh employee is relocated to the entrance of the facility where they will be responsible for monitoring all employees and visitors entering the premises as follows:

- All persons entering the Famous Fresh premises will be required to wear a mask on entry (either cloth reusable or disposable surgical mask).
- All employees to maintain social distancing by ensuring a 1.5m distance between each other at all times.
- No persons will be allowed access to the premises without a mask.
- The employee's and visitor's temperature will be monitored using a non-contact infra-red thermometer.
- All temperature readings will be recorded by the responsible employee on the Worktrainer COVID-19 Daily Health Checker
- Employees will also undergo a health questionnaire which will include the following questions:
 - Do you have any body aches?
 - Do you have any Fever / Chills?

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|--|--------------------------|---|------------------------------|--|
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| | Author: J. Russill | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 6 - of 10 |

- Do you have a Sore throat?
- Are you battling with Shortness of breath?
- Do you have a Cough?
- Do you have Red Eyes?
- Any employee or visitor who has a temperature reading of >37.5 degrees Celsius will not be allowed to enter the facility.
- Should an employee or visitor report any of the abovementioned symptoms they will immediately be provided with a surgical mask and referred to the designated staff at the workplace so that arrangements can be made for COVID-19 testing at the closest testing centre.
- All employee's and visitors tested will receive a date stamped, adhesive "Health Screened" sticker, that they are required to wear on their outer clothing for the duration of their shift and time spent at the Famous Fresh facility. This sticker will clearly indicate that the employee/ visitor has successfully been assessed on entry to the facility and has undergone the required health screening.
- Appropriate signage will be installed at the entrance of all facilities advising employees and visitors of the required entry procedures to be followed.


EXAMPLES OF FAMOUS FRESH COVID-19 SOCIAL DISTANCING AND MESSAGING



3.5.3. EMPLOYEE DIAGNOSED WITH COVID-19:

- If an employee has been diagnosed with COVID-19, **Branch General Manager** to advise Jane Russill and Brent Varcoe immediately. Jane Russill will on behalf of the branch inform the Department of Health and the Department of Employment and Labour.
- The report may be made to the COVID-19 Hotline – 0800 02 9999.
- The **Branch General Manager** in consultation with Jane Russill must investigate the causes including any control failure and review the COVID-19 Risk Assessment to ensure that the necessary controls and PPE requirements are in place in the workplace.
- The **Branch General Manager** in conjunction with Jane Russill must give administrative support to any contact-tracing measures implemented by the Department of Health. See Diagram below.
- All cases must be registered on the COVID-19 Contact Register on Worktrainer, the employee's health status and leave status and all other information must be updated daily by the **Branch General Manager**.
- No medical records may be uploaded on the COVID-19 Contact Register.
- Confidentiality to be always maintained and all documentation relating to the employee diagnosis is to be retained on the employees file.

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| | Author: J. Russill | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 7 - of 10 |

If an employee has been diagnosed with COVID-19 and isolated in accordance with the Department of Health Guidelines, the Branch general Manager may allow the employee to return to work on the following conditions:

- The employee has completed the mandatory 10 days of self-isolation;
- The employee has undergone a medical evaluation confirming fitness to work if the employer had moderate or severe illness;
- The **Branch General Manager** ensures that personal hygiene, wearing of masks, social distancing and cough etiquette is strictly adhered to by the employee;
- The **Branch General Manager** ensures that the employee is closely monitored for symptoms on return to work and;
- The employee wears a surgical mask for 21 days from the date of diagnosis.

If an employee has been in contact in the workplace with another employee who has been diagnosed with COVID-19; the **Branch General Manager** must assess the employee's exposure in accordance with the Department of Health's guidelines to ascertain whether the exposure carries a high or low risk of transmission between the employees.


If there is low risk of exposure, the Branch General Manager –

- May permit the employee to continue working using a cloth mask, complying with the standard precautions; and
- Must monitor the employee's symptoms for 10 days from the first contact

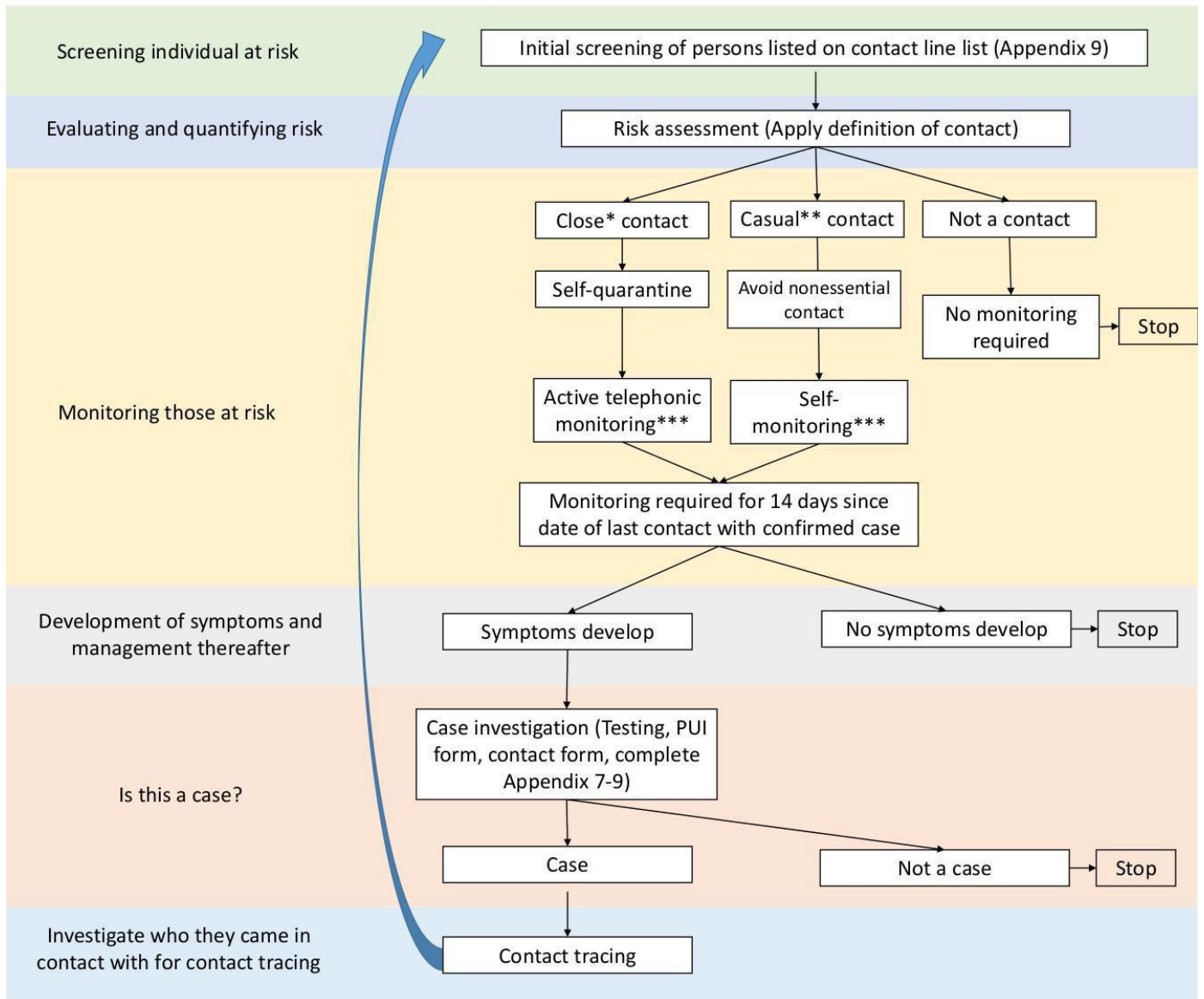
If there is a high risk of exposure, the Branch General Manager –

- The employee must remain in quarantine for 10 days: and
- The Branch General Manager must place the employee on sick leave in accordance with Section 22 of the basic Condition of Employment.

No employee who has tested positive previously for COVID-19 and has recovered and is cleared by the DoH or medical practitioner to de-isolate and who has subsequently come into contact with a positive case at work will be required to self-isolate again.

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|--|--------------------------|--|------------------------------|--|
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| | Author: J. Russill | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 8 - of 10 |


REFERENCE: NICD DoH COVID-19-Guidelines : Diagram for Contact Tracing Screening and Monitoring



* Close contact: A person having had face-to-face contact (≤2 metres) or was in a closed environment with a COVID-19 case; this includes, amongst others, all persons living in the same household as a COVID-19 case and, people working closely in the same environment as a case. A healthcare worker or other person providing direct care for a COVID-19 case, while **not** wearing recommended personal protective equipment or PPE (e.g., gowns, gloves, NIOSH-certified disposable N95 respirator, eye protection). A contact in an aircraft sitting within two seats (in any direction) of the COVID-19 case, travel companions or persons providing care, and crew members serving in the section of the aircraft where the index case was seated.

** Casual contact: Anyone not meeting the definition for a close contact but with possible exposure.

***Monitoring methods: Active-telephonic monitoring: NICD call centre will phone person who is home-quarantined each day for a symptom report; Self-monitoring: person to consult healthcare practitioner in the event of symptom development.

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|--|--------------------------|--|------------------------------|--|
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| | Author: J. Russell | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 9 - of 10 |

3.5.4. COVID-19 TESTING AND REPORTING OF RESULTS

a. Employees who:

- Have been referred by a medical practitioner for a COVID-19 test
- Who show signs and symptoms of COVID-19

Must visit a testing centre, report these instances of potential COVID-19 risk of potential infection and request a test.

b. An employee who has submitted to a COVID-19 test must remain in self- isolation until the result is obtained.

c. If an employee has been in close contact with someone who has confirmed to have COVID-19 but do not have any symptoms. Close contact means face-to-face contact within 1.5m or were in a confined space/ place for more than 15 minutes with the COVID-19 positive case and that person was within 2-14 days after there symptoms began. In these instances, the following apply:

- Employee must self-isolate for 10 days from date of contact with this person.
- Employee to go for a COVID-19 test if they develop COVID-19 symptoms during self-isolation and inform the line manager that they have been for testing.
- Return to work with permission of the Risk Executive:
 - On the 11th day of first contact if the employee did not take the test.
 - Return to work with a letter from DoH at the time stating that the employee tested positive for COVID-19 and that they have recovered from COVID-19 following 10 day self-isolation and may de-isolate on day 11.

The duty to report is placed on each employee as per the requirements on the Occupational Health and Safety Act.

3.6 INCIDENT LOGGING, INVESTIGATION, REPORTING AND CORRECTIVE ACTION

3.6.1. INCIDENT REPORT


- Incidents will be logged on the **WORKTRAINER-INCIDENT REPORTER**, as required by the OHS Act.
- An incident will be any circumstance where an employee was placed at risk of contracting COVID-19.
- An incident will also include any positive case of COVID-19 regarding any employee who was present on duty and where other employees may have had contact with such employee.

3.6.2. INVESTIGATION

- All incidents will be reported on Worktrainer – Incident Reporter.
- The usual procedure for incident investigation will be followed.

3.6.3. REPORTING

- Further to normal incident reporting requirements being applicable, supervisors and line managers shall ensure that all incidents are reported to the Risk Executive without delay.
- Line managers shall be responsible for ensuring that all medical certificates and test results are collected and submitted timeously.

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|--|--------------------------|--|------------------------------|--|
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| | Author: J. Russill | COVID-19 RISK REGISTER CONTROL MEASURES Revision No: 2.0 | Issue Date: 31 May 2020 | Page - 10 - of 10 |

- Medical records of employees are confidential and shall not be circulated to any other employees other than the Risk and Human Capital Executive.
- Inaccurate, incorrect, or dishonest reporting on COVID-19 is a criminal offence and an offence likely to result in disciplinary action being taken against such persons.

3.6.4. CORRECTIVE ACTION

- It is required of all 16(2) appointments are to ensure that any incident that resulted in the likely exposure of staff to COVID-19 is investigated, reported and corrective actions found in good time to ensure employee health and safety is maintained at all times.
- Where this response plan is deficient of adequate control measures to protect employee health and welfare, recommendations from incident investigations must be submitted to update the risk register and this plan.
- The **Branch General Manager** and Operations Manager are required to drive the process of incident investigation, reporting and corrective action.
- The **Branch General Manager** appointed as the COVID-19 Manager 16(5) must ensure that control measures are uniformly implemented in the respective Famous Fresh business unit.

4.0 TRAINING

- All documentation including Risk Register, Policy, procedures, and templates for sanitation records are all available on the WORKTRAINER COVID-19 Portal.
- All employees must be made aware of the contents of these documents.
- Health and Safety Representatives must ensure that they are familiar with all requirements of the policy and procedures and the risk register.
- Training registers must be maintained of all employee briefing and training.

| Revision Date | Previous Rev. No. | Brief Details of Changes | Updated Rev. No. |
|---------------------------|-------------------|---|------------------|
| 9 th June 2020 | Rev 0.0 | Update Return to Work after testing positive for COVID-19 | Rev 1.0 |
| 22 July 2020 | Rev 1.0 | Updated period of self-isolation as per DOH | Rev 2.0 |

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