

WATERMAN

# COVID SAFE ACTION PLAN

Returning to work

Waterman is dedicated to ensuring our business hubs are not only compliant with government regulations and safe work practices but also that you and your team feel safe and secure when working within our centres. Protecting our members by creating this safe environment and allowing them to work without worry is of up-most importance to us.

We are constantly monitoring updates from our Government and will be updating this action plan as required. We will also communicate any relevant changes to you via email and our [Facebook Community Group](#).

### What you need to know

This brochure details the changes we have made in our centres for the safe return to work.

- [General Changes](#)
- [Common Areas](#)
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- [Meeting Rooms](#)
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The success of this action plan rests not only on us as your workspace provider, but also heavily on the contribution and cooperation of our members.

If you haven't already, we strongly recommend reading the [Government's COVID-19 Safe Working Pack](#) and taking the necessary precautions to ensure the safety of you and your team.



# GENERAL CHANGES

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## Updated Cleaning Routine

Your local service team will be assisting with cleaning during day to day activities.

- ✓ All frequently used surfaces will be cleaned and disinfected multiple times per day. Read on for further information on specific cleaning schedules.

## Covid Champions

- ✓ Each community manager is your center's delegated 'COVID Champion' who is aware of all proper Work Safe and OH&S processes and procedures. They are also responsible for ensuring our members are remaining socially distant and are practising all reasonable precautions.

## Staying Up-to-Date

We recommend that each business also has a designated 'Champion' who is staying up to date with the following:

- Changes from the Government
- Changes from Waterman
- Maintaining a safe work environment
- Managing staff's questions, concerns and potential illness
- Point of contact for the rest of your team.

## Contactless Deliveries

- ✓ Only parcels with contactless delivery will be accepted into our centres.



# COMMON AREAS

Kitchens, business lounges, breakout spaces, etc

## Cleaning

We have implemented a new day cleaning routine in addition to our already increased cleaning frequency which sees all high touch surfaces disinfected daily. This new routine includes the following:

### Common Areas

Common areas within each centre will be wiped down every 2 hours. This includes printers, elevators and vending machines.

### Kitchens

Kitchens have some significant changes made also which include a cleaning schedule every 2 hours and includes wiping down of appliances such as microwaves and taps. In addition to this, we are removing all dishes and cutlery from within our kitchens and making disposable (and recyclable) cutlery available for meeting room bookings on request from reception. Hand and tea towels have also been replaced with paper towels and disposable dishcloths. During this time, members are required to wash and dry their own dishes, with all dishwashers being decommissioned.

### Bathrooms and amenities

Bathrooms and amenities will continue to be cleaned at their current schedule, and we will be adding 2 additional daily checks to ensure a safe and clean environment.

## Re-configured spaces

We will be re-configuring some spaces (such as the Job's Training Room at Chadstone and the Level 3 Basketball Court at Caribbean Park) to allow overflow for additional common space throughout the centres as required.



### We recommend the following for our members:

- ✓ Bring your own dishes and cutlery, remembering not to store them in the cupboards when you're finished.
- ✓ Wipe down appliances and surfaces before and after you use them as a precaution and common courtesy.



# ENTRY/EXIT POINTS

## Visitor Check In

As a safety precaution in the case of a confirmed case within a Waterman centre, we ask all our members to check in their guests and keep an active log book of who they have brought to the centre. For your convenience we have created an online check in form that you can fill out every time you have a guest visit. You can find that form on <https://www.waterman.com.au/visitorcheckin/> or by scanning the QR codes located throughout the centres.

## Reception

The Reception Desk will continue to be manned by our Service Team to help you throughout the day and assist you with any enquiries you may have. We ask that when approaching our team, you observe social distancing measures and do not come around the side of the desk.

## Entry and Access

Entrance to our centres will remain open but require an access pass to enter during this period. This means you will need to carry around your access pass at all times. You will be also be required to greet your guests at the door as they arrive and assess them for any signs of illness before escorting them into the building.

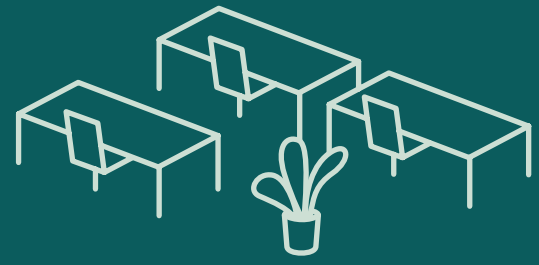
## Cleaning

Our team will be cleaning the reception desk every 2 hours, and you will find additional hand sanitizer stations at entry and exit points around the workplace.

### We recommend the following for our members:

- ✓ You are required to welcome and greet your guests when they arrive, please keep a logbook of all guests and their entry/exit time from the centre.
- ✓ Do not provide entry to guests showing any symptoms of illness.
- ✓ Please observe social distancing measures when entering/exiting centres, including doorways and elevators.
- ✓ Carrying your access pass with you at all times when inside the centre.





# PRIVATE OFFICES

Members with a private office are responsible for developing and enforcing their own safety procedures within their space. Here are our recommendations to ensure you are complying with the correct Safe Work blueprint:

## Distancing and Space Capacities

Ensure workstations are a minimum of 1.5m apart from each other, and your team are adhering to the 4 square metres/person rule within your space.

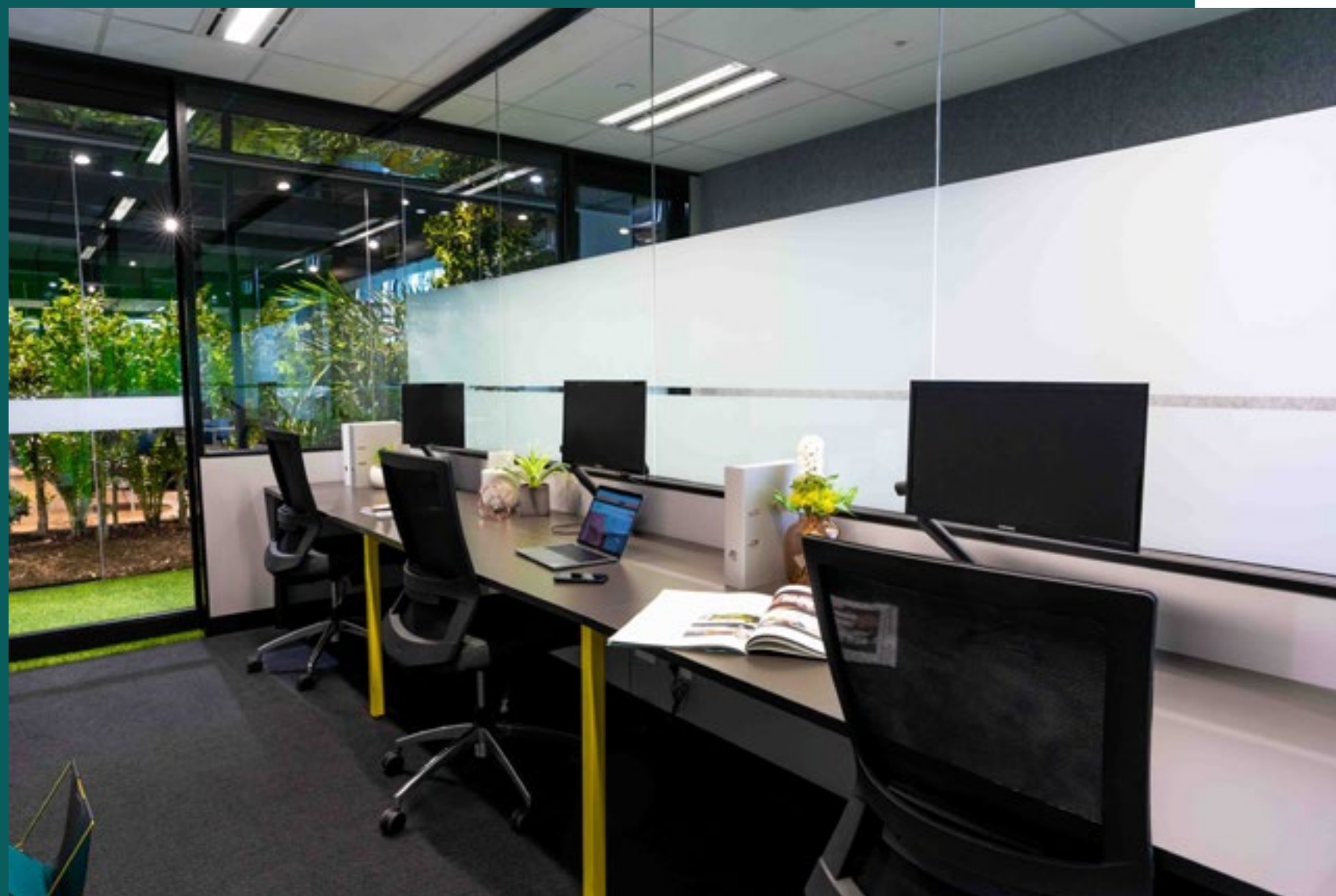
## Cleaning

Waterman will continue to organise the cleaning of inside your office at its regular schedule. If requested, we can increase the frequency of the clean at an additional cost.

Alternatively, you may opt to clean and disinfect your own office as a part of your COVID safe action plan.

### We recommend considering the following:

- ✓ Creating a rotating roster for your team to ensure your entire workforce is not in your office at the same time.
- ✓ Utilising desks in coworking as a temporary solution if all staff must be in the office at once.
- ✓ Booking Workstations if all staff must be at work at once.
- ✓ Using meeting rooms instead of bringing guests into your private office.





# COWORKING SPACES

Hot desks, dedicated desks and workstations



## Distancing and Space Capacities

Due to the proximity of many of our hot desks and bookable workstations, we have decided to decommission every alternating one for your safety. While our Dedicated Desks are technically compliant with the current Work Safe rules, we understand the need for safety and security above everything else.

For this reason, if you are located close to another member and feel unsafe, please let us know, and we will arrange a temporary relocation to other workstation areas around the centre free of charge. We will be closely monitoring our capacity and attendance of members and will make additional overflow spaces available if needed.

## Cleaning

All desks will be cleaned every day in accordance with our new cleaning guidelines.

## Bookable Workstations

Bookable Workstations will now only be available to book in daily blocks instead of by the hour to prevent multiple members using the same desk between cleaning intervals.

**Waterman recommends the following for our members:**

- ✓ If you have a Dedicated Desk, are located directly adjacent to another member and feel uncomfortable with the proximity of the desks, let us know, and we can temporarily relocate you.
- ✓ For members using hot desks, we have made sanitary wipes available at reception if you require the surface to be cleaned before/after use.
- ✓ If your staff share desks (where possible, please avoid this), please keep them clean between rotating shifts.



# MEETING ROOMS

Small meeting rooms and event spaces



## Room Bookings

During this time our meeting rooms remain open and bookable to our current members through Waterman Central. Please be aware that due to social distancing standards, we have reduced the capacity of all rooms to reflect the maximum number of guests you can have at one time.

## Cleaning

In addition to this, we have made sanitiser available in all rooms and our team will clean each room during their rotation. This includes:

- ✓ HDMI cables
- ✓ Remote controls
- ✓ Door handles
- ✓ Table tops



# SUSPECTED CASES

We have altered the environment within all our business hubs to prevent the spread of Coronavirus and create a safe place for you to conduct your business when required. However, in the event of a suspected or confirmed case of COVID-19, we have created a response plan to identify, protect, clean and re-open, which is outlined in this section.

All members, staff and visitors must not enter the building if they are unwell, showing any symptoms or have been in contact with a confirmed case within the past 14 days. In the interest of safety for our staff and members, Waterman will refuse access to the centre if a member or visitor is suspected to be unwell.

## 1. Identify

If you observe a member in breach of the conditions listed (unwell, showing symptoms or been in contact with someone who has) within our centre, please advise your local community manager or service team. If you have tested positive and been inside a Waterman centre within the past 14 days of that point, please contact us immediately.

## 2. Protect

In the event of a confirmed case within a Waterman centre, we will immediately send all at risk members home and close the affected areas. You will receive communication from us with suspected date ranges and areas which may be affected. All members at the contaminated site will be notified via email and may be required to:

- Be relocated to another site, or
- Be required to work from home.
- Contact COVID hotline if necessary.
- Postpone, cancel or relocate meeting room hire.

You will also be required to advise any guests you may have had during the suspected time period of the potential outbreak and should recommend they are tested. Please note your log book may be requested by the Government upon a confirmed case.

## 3. Clean

Depending on the severity of the case we may close part or all of the centre for up to 48 hours. During which time a specialist contractor (who is currently on stand-by) will be called in to perform a detailed and intensive clean.

## 4. Re-Open

When it is confirmed that the contaminated areas have been declared safe, they will re-open for our members to return to work.

# STAYING INFORMED

Please keep a close eye on all correspondence from both the Government and Waterman as it may contain crucial updates relevant to you and your business. Stay tuned to our Facebook Community Group as we will be posting weekly updates which may include changes to policy, feedback from members, etc.

If you have any questions or feedback specifically about COVID-19 and our action plan to keep you safe, you can contact our dedicated COVID-19 safety committee at [covidsafe@waterman.com.au](mailto:covidsafe@waterman.com.au)

## IN SUMMARY

- + Review the Government's COVID-19 pack for your business and form your own COVID-19 action plan.
- + Adhere to the Government's recommendations and policies, including Safe Work Australia.  
[Government's COVID-19 Safe Working Pack.](#)
- + Adopt and follow Waterman's COVID-19 action plan.
- + Report all suspected and confirmed cases to Waterman as soon as possible.
- + Install the COVID-19 app on all your company devices.
- + Stay up to date with [Government announcements](#)
- + Stay up to date with Waterman announcements ([Facebook Community Group](#)).
- + Keep a log of all visitors, with the date and time of the visits.
- + If possible, implement shift arrangements, so less staff are in the workplace at once.
- + Instruct workers to have meetings by phone or online instead of in person where possible.
- + If not possible, require they meet in a large space and keep meetings short.

Thank you for your patience and understanding.  
If you have any enquiries, please contact us at  
[covidsafe@waterman.com.au](mailto:covidsafe@waterman.com.au) for more information.