



KEISTAND P/L T/AS BENTON'S PLUMBING SUPPLIES  
ABN 30 006 575 480  
MEMBER OF PLUMBING PLUS

*Last updated: 5 August 2020*

## BENTON'S COVID SAFE PLAN

During this Coronavirus (COVID-19) pandemic, the health and well-being of the Benton's Community, being our Customers, Suppliers and Team Members is our focus, ensuring we do all we can to minimize the spread of the virus.

Further to keeping our Team well informed and up to date with the constant changes, we have implemented the following throughout our network:

### ACTIONS

#### IN STORE:

**Showrooms** – as of 11:59pm on Wednesday the 5<sup>th</sup> of August 2020, all retail showrooms will be closed to the public. Email/phone/contactless pick-up services will be available as per normal, with contactless delivery as the preferred option.

**Trade Counter** – as of 11:59pm on Wednesday the 5<sup>th</sup> of August 2020, all Trade Counters will remain open for emergency plumbing supplies only. Other business will be conducted via contactless delivery and pick up services.

**Customer Tracker** – all Customers details are requested when entering our Branches across the network in case we need to warn them of potential contact they may be exposed to.

**Barriers** – these are in place at each Trade Counter across the network, to ensure social distancing of 1.5m is maintained.

**Acrylic Screens** – these are in place at each workstation throughout both the Trade Counter and Showrooms, to limit the transmission of airborne particles.

**Capacity Limits** – each Branch now limits the number of Customers allowed into the store, based on square meterage and the number of Consultants available.

**Sanitizing Stations** – each Trade Counter and Showroom has a dedicated sanitizing station at the entry/exit, for all Customers and Team Members to use upon entry and exit.

**Cleaning** – each Trade Counter and Showroom is regularly disinfected throughout the day, to ensure all shared areas are sanitized.

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**Café Bar & Public Communal Space Closure** – all Café Bars and Public Communal spaces across the network have been closed for the foreseeable future.

**Restricted access to all Offices** – access is restricted and limited to those Team Members only, for all offices across the network, including our Estimating (Commercial Department) and Gas Department. All meetings and appointments are conducted over the phone, or via Zoom.

**Mandatory Face Coverings** – as of Thursday, 23<sup>rd</sup> of July 2020 and until further notice, face coverings must be worn by all Metropolitan Team Members, and highly recommended for all Regional Team Members. As of Sunday the 2<sup>nd</sup> of August 2020, face coverings must be worn by all Reginal Team Members as well.

#### **DELIVERIES:**

**Cleaning** – all vehicles within our fleet are regularly disinfected each day. Further, all vehicles have been supplied with disinfecting solution/wipes.

**Designated Vehicles** – where possible, Drivers are assigned specific vehicles, to avoid potential cross-contamination.

**Inter-branch contact is prohibited** – when visiting other Branches, Drivers are not permitted to come into contact with Team Members of that Branch.

**Signature not required** – signatures are no longer required for delivery completion.

**Two-person deliveries** – social distancing protocol is enforced and maintained by Team Members for products that require a two-person delivery.

**Temperature Checking** – where available, daily temperature checking is undertaken for Team Members, particularly those travelling to Commercial sites.

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## **HOW COVID-19 SPREADS**

The following checklist is our guidelines in the case that you as an employee suspect you may have COVID-19, or, that a family member has become infected with COVID-19, a household member or anyone you have been in contact with.

#### **What if I suspect I have symptoms of COVID-19?**

- It is important that you stay away from work if you have only mild symptoms or have had to take simple medications (e.g. paracetamol, ibuprofen) which may mask the symptoms.

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- We need to take every precaution to not spread a possible case of COVID-19.
- If you have symptoms and suspect you may have COVID-19 - call your local GP as many pathologists are now able to test for COVID-19, or, see your nearest emergency hospital for testing.
- Notify your manager or area manager through a phone call.

#### **What if I am diagnosed with COVID-19?**

- Notify your manager, or area manager.
- Follow all medical advice to recover from your infection as soon as possible.
- You will be required to self-isolate for a period of 14 days.
- Once cleared from the infection by a medical professional, you will be able to return to work.

#### **What if a Family Member or Household Member is diagnosed with COVID-19?**

- Notify your manager, or area manager by phone.
- You are to self-isolate for 14 days and where possible work-from-home.
- If you are a carer of an infected family member / dependent, please enter your carer's leave into [mystaffinfo.myob](https://mystaffinfo.myob.com.au) and let your manager know.
- You should monitor yourself for symptoms for 14 days and take your temperature twice a day.
- If you develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) you should stay at home and self-isolate. You should also telephone your healthcare provider or the local public health department, giving them details of your symptoms. You may be asked to go to your nearest hospital to be tested.

#### **What if an employee is diagnosed with COVID-19?**

- You and the entire company will be notified immediately by a member of the leadership team.
- The affected branch will be closed for a minimum of 14 days or as prescribed.
- The affected will undergo a comprehensive health certified cleaning of the entire premises.
- If you have the capacity in your role to work at home, it will be as business-as-usual.
- You should monitor yourself for symptoms for 14 days and take your temperature twice a day.
- We will ask you to submit a list of anyone you have had contact with in the past 14 days at work to your area manager (customers, co-workers, sales representatives).
- Please notify anyone in your personal life that your work has had a case of COVID-19 - anyone you have had contact with should also self-isolate themselves and monitor themselves for symptoms.
- If you have symptoms follow the above advice on calling your closest healthcare professionals who will advise you on next steps.
- If you are diagnosed with COVID-19 yourself, notify your manager, enter your leave and follow all medical advice to recover as soon as possible.



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## **IN CASE OF A BRANCH CLOSURE**

If a COVID-19 case is detected within a Branch, that Branch will close immediately. All Team Members will be asked to leave the Branch and to self-isolate. They will be required to go to the nearest COVID-19 Testing facility to undertake a COVID-19 test and await the results whilst in isolation.

A nominated Deep Cleaning Service provider (Dawson's Pest Control, or another provider closer to an infected Branch), will be contacted and instructed to attend the Branch, to perform a deep clean. The Branch will remain closed for up to 14 days from notification.

When the Branch is cleared to re-open, all Team Members must provide their COVID-19 test with a negative result, allowing them to return to their duties at the Branch. Once it has been confirmed that it is ok to return to the Branch, depending on the deemed isolation period and potential positive cases, it may be a requirement for other Team Members from other Branches to replace those unavailable to perform their duties.

We are committed to working in line with the Government directives, as and when announcements are made. The health and well-being of our Community will continue to be our first and foremost priority.

***The Benton's Management Team***