

Duties / Actions On.

You are working inside a quarantine area declared by the Government, under the Public Health Act, and as such the Authorised Officer from D.H.H.S is in charge of this hotel.

Our main objective is to observe and report, ensuring that the guests who are quarantined remain inside their rooms.

You are to remain on your post at **all times**, when not on a break and at the beginning of your shift note down and record the Mobile number of your shift supervisor. This in on the white board and given at the briefing time in the morning or evening at shift change.

You are to ensure that guests comply with the order they have signed and must escalate all issues and people exiting their room immediately to your shift supervisor.

Should a guest fail to listen to your request, you are to advise them that they are not complying with the order they signed and that you will have to report this immediately.

Please note a detailed description and or what room number the guest has been in and call your supervisor, they will need details to escalate to DHHS or Victoria Police.

At no time are you required to physically stop, restrain or touch the persons in Quarantine. Always maintain social distancing, hand hygiene, report to your supervisor if you are feeling unwell.

Please ensure you are vigilant and paying attention to your surroundings and adhere to all OH&S procedures on shift and complying with the Social Distancing guidelines. All OH&S issues or concerns need to be escalated to the shift supervisor or the Wilson representative onsite.

Staff are to use the security office space for eating and taking their breaks, please keep this area clean, and free from rubbish.

DHHS 1800 960944 help line for any guests queries and advise them to call the room service or reception for any Hotel issues.

When you are relieved for a break please ensure you tell the oncoming staff member of any issues or concerns in your area. We thank you and appreciate what you are doing during such an important time.

Wilson Security.

Supervisor Handover Notes / Checklist.

Please use this to ensure we do a proper and meaningful handover so every person walking out to work on the floor understands the role and what is required.

Please use the briefing sheets provided to us by the Government, and please note that DHHS can change a process and standard without informing us, and so we need to be adaptable and polite in our response.

All staff are to receive a face mask that is in the sealed sterile bag, if staff feel they need to wear the mask they are welcome to and the mask is then owned by them. Staff used on busses and dealing with guests face to face should be instructed to wear a mask whether they feel they need to or not and provided with gloves.

Staff sign in is to be completed by the shift supervisor and you are responsible for what happens in your shift, this includes escalation of events and form stacks for any and all incidents.

You are to ensure staff presentation is neat and tidy, clean shaven, black suit, white shirt and black tie, or complete Wilson uniform. Staff arriving for work not in this attire should be sent home and use the additional staff rostered to cover.

All staff are to be issued a key card that allows staff to access the lift wells and the rooms, this must be wiped down on shift hand over, all passes must be accounted for. We currently have 34 issued and are about to receive another 4 bringing the total to 38. At full capacity we are running at 36 officers, one supervisor and one Wilson representative.

We are keeping staff on the floors to ensure we minimise and potential cross contamination, so minimise any staff from moving floors.

Staff are to use the security office for eating and are welcome to use the lounge area outside the security office to sit down, keep eating to the security room only.

Full briefing is to occur in the room before staff are put on post, staff must know their roles and how its completely no hands on with any guests, the escalation point is you, Mobile number to be provided and DHHS 1800 960944 is to be given to staff in case guests in the hotel complain or want to voice their concerns.

On duty DHHS officer will be displayed on the white board for you the supervisor to call and liaise with.

- Security room key is handed over?
- Security are issued masks and gloves?

- All staff issued key cards for floors and rooms?
- Full list of names and follow up calls made to the relevant companies and Wilson updated?
- Oncoming supervisor is aware of any information handed over to you for your shift?
- Emailed complete list and your shifts confirmed roster to Guarding services?
- Form stacked and completed any issues and concerns?

████████████████████ is your first points of call for any issues and concerns you may have, 24/7.

Shaun HOGAN ██████████ is the second escalation point should you not be able to contact ██████ both are Wilson.

Please thank the staff and make sure they are treated well and work here knowing they are valued and appreciated.

Thanking you all again.

████████████████████

Dear Staff,

Recently we have recognised the roster you currently are working is not ideal for fatigue management and lifestyle, also in the current climate with COVID 19 is not ideal in keeping your immune system in best shape.

We have also had staff voice their concerns and for us to consider a better working roster for you all.

Please note that as per the EA agreement we are all working on, we as the company have to give you 7 days' notice unless staff all agree in writing to us that you are happy with the change and we can implement this Monday, the 30th of March 2020.

As per the agreement,

'7.3.2. Once a roster has been determined by the company and implemented, it shall not be varied until the cycle has been completed except to meet an emergency due to sickness, or other unexpected and unavoidable cause, or by personal agreement between the company and employee(s) concerned. '

An example of this new proposed roster is shown below.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
D	D			D	D	D
		D	D			
N	N			N	N	N
		N	N			

To help understand it, you work two weeks on day shift, and two weeks on nights, the blank white space is a day off work.

The first week of **day shift** starting Monday you work Monday and Tuesday, you have Wed and Thu off, then you work Friday, Saturday, Sunday days.

The second week of **day shift** you have Monday and Tue off, you work Wed and Thursday, you then have Friday, Saturday and Sunday off, then you swap to nights.

The first week of **night shift** you work Monday and Tuesday, you have Wed and Thursday off, then you work Friday to Sunday on nights.

The second week on **night shift** you have Mon, Tue off, and you work Wed and Thursday, then have Friday, Saturday and Sunday off, then you go to days.

We refer to this as the 5 and 2 roster, you work 5 days straight, and two off, and you have 5 days off and work 2 on, this stays in a fortnight roster, so you can plan months and years in advance for days off, family time and have a better rest and sleeping cycle.

See below, looking at what the roster is currently we are proposing the following changes to fit in with what you are currently working now, and this should cause minimal issues if you were to all want to make the change as of this Monday the 30th March 2020.

Ignore the names in the lines of the predicted roster, this is to be changed to the following to match your roster you are working now.

Line one on proposed roster, Kim R to stay on days and roll into the line allocated to Elvis Arifovic, meaning Monday and Tuesday Kim would work 0630 to 1830...

Line two on proposed roster, Mark P to stay on nights and roll into the line allocated to Abdul Momin, meaning on Monday, Tuesday Mark would work 1830 to 0630 ...

Line three on proposed roster, Abdul M to stay on days and roll into the line allocated to Mark P and would start Wed and hu day shift 0630 to 1830...

Line four on proposed roster, Tony J to stay on days and roll into the line allocated to Kim Ryan and would start Wed and Thu day...

Zain will continue in his role as a permanent reliever and float between CEOT and WMTS to fulfil the hours.

Timesheets: Ausnet Services - CEOT
Timesheet Summary: (March 30 - April 05)

Filter by Service Contract:

Staff #	Employee ID	Division	Monday 30 Mar 2020			Tuesday 31 Mar 2020			Wednesday 01 Apr 2020			Thursday 02 Apr 2020			Friday 03 Apr 2020			Saturday 04 Apr 2020			Sunday 05 Apr 2020			Totals				
			Ros	Act	Pay	Ros	Act	Pay	Ros	Act	Pay	Ros	Act	Pay	Ros	Act	Pay	Ros	Act	Pay	Ros	Act	Pay	Ros	Act	Pa		
<input type="checkbox"/>	Arifovic, Elvis	016508	Ausnet Services - CEOT	0	0	0	0	0	0																			
<input type="checkbox"/>	Momin, Abdul	016505	Ausnet Services - CEOT	12.00	0	12.00	12.00	0	12.00																			
<input type="checkbox"/>	Pagulo, Mark	016524	Ausnet Services - CEOT							12.00	0	12.00	12.00	0	12.00	12.00	0	12.00	0	12.00								
<input type="checkbox"/>	Kyan, Kimberley	017329	Ausnet Services - CEOT							12.00	0	12.00	12.00	0	12.00	12.00	0	12.00	0	12.00								
Total Hours			12.00	0	12.00	12.00	0	12.00	24.00	0	24.00	24.00	0	24.00	24.00	0	24.00	12.00	0	12.00	12.00	0	12.00	120.00	0	120		
Total Cost:																												

Please read, sign and acknowledge this to me in email form if you have any concerns or issues please do not hesitate to inform me so we can work it out.

The end result in this change is to give you a better roster and family friendly roster, considering your sleeping and health concerns.



Wilson Security.



Managers attending / working at Isolation Hotels

Quarantine Hotels - Introduction

As per Australian and State Government restrictions in response to the COVID-19 situation, various hotels across the country have been identified for quarantine use with travellers arriving from overseas. The travellers may be Australians returning home, or international guests.

This Guideline sets out key requirements for any Wilson Security Managers that may attend these hotels for support roles or in a supervisory function.

Isolation

All Management and staff conducting security operations at any quarantine hotel are to remain isolated from other areas of the Wilson Security or Group Operations. This includes State offices such as Essendon Fields (Victoria), Belmont (Western Australia) or Berrimah (Northern Territory).

- Wilson Staff and contractors, whilst engaged at quarantine hotels must limit their working activities to the quarantine hotel, and not visit other Wilson sites for work or personal reasons.
- All current conditions regarding staff that are unwell (for any reason) should remain – those staff members should not attend work.

Declaration of Fitness

Ongoing Declaration of Fitness forms (via Formstack) will be completed for all staff working at the hotel(s) including any managers.

Logistics and Support

Support staff or managers who have not been present in, or had contact with staff or managers from the quarantine hotels will conduct resupply and logistics support for the Quarantine locations. This will be performed with contactless delivery, and could be click and collect, or delivery to a specified location outside the hotels.

Once items are delivered to the hotel, they must be handled with gloves, and items wiped down with alcohol wipes on collection prior to storage.



WHS Guidelines

Visiting the Hotel

Hotel visitations / Site visits will be limited to an

- As needs basis OR
- To complete works directly OR
- To provide direct support to the quarantine operations.

Cursory or informative visits are to be limited and approval for managers to visit hotel quarantine locations are to be approved by the Regional GM, COO or CEO.

If a visit is deemed necessary, all applicable PPE should be used and decontamination processes followed, regardless of position within the business.

Office Visitations

To minimise any possible risk to the wider Wilson business, the following guidelines are in place after a Site visit / Hotel visit.

- No client meetings except for meetings with DHHS, and relevant hotel quarantine operations teams permitted (deemed essential to operations) ideally offsite where possible
- Office visits by managers to be limited, and any meetings to be conducted via skype / zoom to limit exposure of other managers working at EF, or visiting, and those persons attending other sites.
- For meetings deemed essential the Group HSE team to coordinate and stipulate conditions of entry, location of work, and length of office stay. Staff directly engaged with to be advised that the specific manager is engaged in, or has visited a quarantine hotel in the last 14 days.
- Required social distancing will remain, the staff member should observe good hand hygiene, and limited, or essential contacts only to occur in any office environment.
- Office based, and client based meetings and face to face contact not to occur post completion of works.
 -

Confirmed / Suspected Cases

Should a positive COVID-19 case of a staff member, non-Wilson employee (eg. Hotel staff) or quarantined traveller be confirmed, managers are not to attend the office or client based meetings for 14 days. Isolation protocols and close contact guidelines set by Wilson Security should be followed (ref COVID-19 Confirmed – Suspected Infection Plan v5)

Need help? Contact your site supervisor for assistance



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WHS Guidelines



RE: Pan Pacific Security Staffing

From: Personal Informa (DJPR) <Personal Informa@global.vic.gov.au>
To: Shaun Hogan [REDACTED]
Date: Wed, 08 Apr 2020 18:59:53 +1000

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Shaun

Thanks for your time today and email below. This looks good.

As mentioned in our later chat we now have a flight arriving at Pan Pacific. See below. Once I get the manifest ill provide more details.

I will leave the staffing allocations regarding tomorrow nights check in to you and to liaise with David regarding if we need to have an extra two for a new floor if there is a need for a new floor or whether the existing floors will be utilised.


Arrivals	Date	Origin Airport	STA	ETA	ATA	Gate	Pax	Pax under 18 years of age	Comments
EY460	9/04/2020	AUH	13:15			D10	TBC		Parkroyal Melbourne Airport
QR904	9/04/2020	DOH	17:30			D9	38		Pan Pacific
						Total	38		

Kind regards

Personal Information
Senior Project Manager – Trade | Global Victoria
 Level 33, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 T: Personal Information | M: Personal Information | E: Personal Informa@global.vic.gov.au
 See how the work we do is making a difference: [The Victorian Connection global.vic.gov.au](http://TheVictorianConnection.global.vic.gov.au)



  **NEWSLETTER**

 We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

From: Shaun Hogan [REDACTED]
Sent: Wednesday, 8 April 2020 2:14 PM
To: Personal Informa (DJPR) <Personal Informa@global.vic.gov.au>
Subject: Pan Pacific Security Staffing

Hi Personal Inf

Thanks for your time on the phone earlier.

As discussed the initial staffing for the Pan Pacific hotel was at the directive of Victoria Police during the initial site review. We are more than happy to work with government and assist where ever possible during this pandemic response.

In a review of the Pan Pacific Hotel please review the below, and once you have reviewed I am more than happy to discuss;

Pan Pacific Hotel

- * 1 Supervisor (1)
- * Floors Active: 12 – 2 per floor (24 staff)
- * Floor 17 CCTV Coverage (1 staff member office based location behind hotel reception)
- * 1 guard at elevator lobby on ground floor (1 officer)
- * Main Entry access control / managing the care package process (2 officers)
- * 1 reliever per 4-5 offices (4 staff)

Total staff per shift: 33

As discussed we able to make this effective 6.00 am Thursday 9th April 2020.

Escalation points for Wilson Security;

[REDACTED]
 National Protection Manager
 [REDACTED]

Shaun Hogan
National Manager Corporate Risk

Greg Watson
Regional Manager Victoria

If I or the team can be of any further assistance please do not hesitate to let me know.

Many Thanks,

Shaun
National Manager Corporate Risk

Hogan



Level 3, 6 English Street
Essendon Fields VIC 3041
Australia

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W** [Redacted]
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Mercure Welcome Melbourne - New Arrivals 16/04/20

From: [Redacted]
 To: [Redacted]
 Cc: [Redacted] Shaun Hogan
 [Redacted]
 Date: Thu, 16 Apr 2020 10:29:49 +1000

Hi Riz,

We have just been advised that we have a new group (55 passengers) arriving tonight landing at Melbourne airport @ approximately 6.55pm. The hotel have just advised me that they will be using level 2, we currently do not have any occupied rooms or guards

Could we please book an additional 3 x guards for level 2 from 6.30pm tonight.

Kind Regards,

[Redacted]

[Redacted]

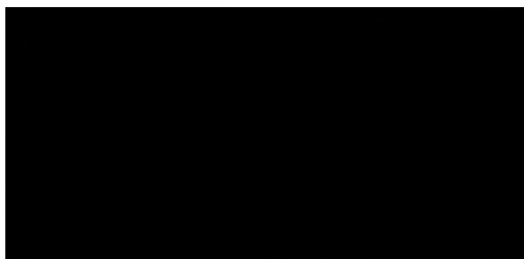
[Redacted]

Area Operations Manager Vic



Level 13 The Tower
 360 Elizabeth Street
 Melbourne VIC 3000
 Australia

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Incoming guests

From: [REDACTED]

To: Shaun Hogan [REDACTED]

Cc: [REDACTED]

Date: Tue, 28 Apr 2020 11:42:30 +1000

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It may trick victims into clicking a link and downloading malware. Do not open suspicious links.

If you do not know the sender or cannot verify the integrity of the message, please do not respond or click on links in the message. Depending on the security settings, clickable URLs may have been modified to provide additional security.

Hi Shaun,

As discussed on the phone earlier today, I have received tentative confirmation from [REDACTED] ^{Personal Inform} DJPR of an incoming flight tomorrow morning 29-04-20. Final confirmation will be received at 1800hrs today.

Details as follows;

- Flight arriving Mel airport approx 0630 hrs from manila with approx 325 pax.
- Approx arrival time at Mercure Welcome of 0830 hrs.
- Check in will take approx 12 hrs.
- Guard numbers will be increased to 50 on dayshift and 47 for nightshift.
- All guard movements (breaks & shift changeovers) will be through the fire exit stairs while the lifts are used for check-in (Social distancing)
- PPE requirements will increase relative to our guarding numbers - 600pcs/300pairs of gloves and 200 masks per 24hr period. Stock is stored securely in room 321.
- Hand sanitizer is available on both ground and level 1. We use approx 1-2 bottles over a 24hr period.

Thank you Shaun
Kind regards,

[REDACTED]

Re: Hotels Staffing Security Overlay

From: Gonul Serbest (DJPR) <Personal Informa@global.vic.gov.au>
 To: Shaun Hogan [REDACTED]
 Cc: Greg Watson [REDACTED]
 Date: Sun, 21 Jun 2020 12:06:53 +1000

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Shaun and Greg

Many thanks for the chat yesterday and your proposal.

This looks like a good approach and we would like to confirm that this come into action as of tomorrow. As with all things - we can see how we track over the coming days and review where required.

Thanks again and enjoy the rest of your weekend.

Gönül

Gönül Serbest
 Chief Executive Officer | Global Victoria
 Level 33, 121 Exhibition St., Melbourne, Victoria 3000
 T: Personal Information | M: Personal Information | E: Personal Informa@global.vic.gov.au
 W: global.vic.gov.au

From: Shaun Hogan [REDACTED]
 Sent: Sunday, June 21, 2020 10:00:37 AM
 To: Gonul Serbest (DJPR) <Personal Informa@global.vic.gov.au>
 Cc: Greg Watson [REDACTED]; Kait K McCann (DJPR) <Personal Informa@ecodev.vic.gov.au>; Sara Sahely (DJPR)
 Subject: Hotels Staffing Security Overlay

Hi Gonul,

We are pleased to be able to work with the Victorian Government in its continued response to the quarantine and border controls implement by government. We understand and support the review in line with your incident data from all hotel operations, and the continued drive and focus in the wider community to limit and control infection. The reduction of staffing after assessing the known incident data is supported, and this will further limit the amount of persons engaged in these facilities.

We would propose the below solutions for you to review, which we feel have addressed the requirement to reduce staff exposure and reduce costs for this ongoing operation. We have calculated a reduction of 768 hours per day across both hotels which is a significant saving with the removal of 32 security posts. Changes are as follows;

The Pullman Hotel currently has a daily hours overlay of 912 hours of security officer and supervisory services. We would propose a reduction to 624 hrs, a 45% reduction effective Monday at 6.30 am. A breakdown of the security posts and duties is below for you to review;

- * **Supervisor** 1 staff member
- * **Floor Security** – 12 floors – 12 x Security officers
 - * Officers with a roving floor patrol & lift foyer focus
 - * **Northern Stairwell Fire exit** – 1 security officer
 - * **Lift Foyer Ground Level** – 1 security officer
 - * **Pullman / Mercure Pedestrian Bridge** – 1 security officer
 - * **Swanston st Entrance** – 1 security officer
 - * **Uber Eats / Deliveries** – 2 security officers
 - * **Recreational Escorts** - 2 groups of 2 officers, day only
 - * **Relieving Staff** – 5 security officers

Total hours 624 per day.

The Mercure Hotel currently has a daily hours overlay of 984 hours of security officer and supervisory services. (This hotel has 3 staff per floor) We would propose a reduction to 504 hrs, a 52% reduction effective Monday at 6.30 am. A breakdown of the security posts and duties is below for you to review;

- * **Supervisor** 1 staff member
- * **Floor Security** – 8 floors – 8 x Security officers (currently 3 floors not activated)
 - * Officers with a roving floor patrol & lift foyer focus
 - * **Eastern Stairwell Fire exit** (level 2) – 1 security officer
 - * **Lift Foyer Ground Level** – 1 security officer
 - * **Western Stairwell Fire exit** (level 2) – 1 security officer
 - * **Little Bourke st Entrance** – 1 security officer
 - * **Uber Eats / Deliveries** – 2 security officers
 - * **Recreational Escorts** - 2 groups of 2 officers
 - * **Relieving Staff** – 4 security officers

Total hours 504 per day.

These changes we believe reflect the risk profile of the operation and position us for a sustained operation ongoing. We currently have deployed 2 managers for both hotels working daily to support this operation at no charge to the Victorian Government, with other supporting

head office support. With the reduction in staff a shared managerial resource across both hotels we feel will continue to provide the required level of daily onsite support for all stakeholders. The business would look to reduce our supporting presence to 1 manager daily for this ongoing operation. This manager would be responsible for both the Pullman & Mercure Welcome Hotels, and our other supporting management overlay remains unchanged.

Once you have reviewed our proposed security overlay if you have any questions please do not hesitate to let me know. We are able to implement the revised plan as of Monday 22nd June at our 6.30 am shift change over. In regards to the staff reduction if we are able to assist you for any other hotel security operations please feel free to contact Greg or myself.

Thank you for your continued support.

Shaun
National Manager Corporate Risk

Hogan



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Fwd: Exercise and Fresh Air Implementation Plan

From: Greg Watson [REDACTED]
To: Shaun Hogan [REDACTED]
Date: Sat, 18 Apr 2020 10:27:09 +1000
Attachments: Exercise Area Implementation Plan.docx (48.36 kB)

FYI
 Get [Outlook for iOS](#)

Greg
 General Manager Regional Operations

Watson



20 YEAR
ANNIVERSARY

Level 3, 6 English Street
 Essendon Fields VIC 3041
 Australia

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From: Personal Inform (DJPR) Personal Inform@ecodev.vic.gov.au
Sent: Saturday, April 18, 2020 9:49:28 AM
To: Greg Watson [REDACTED]
Subject: Exercise and Fresh Air Implementation Plan

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Greg – The Department has developed the attached Implementation Plan for the delivery of the exercise and fresh air policy. We hope that it will assist with the consistent application of the policy. It is effective from Monday. Please let me know if any issues arise.

Also, have you had confirmation on Crowne Plaza from Gonul’s team?

Personal Informa
 Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
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 Personal In@ecodev.vic.gov.au
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jobs.vic.gov.au



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 Government of Victoria, Victoria, Australia.

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Operation Soteria

Compulsory Quarantine
for all Australian Arrivals
from Midnight 28 March 2020
State of Victoria

EXERCISE AND FRESH AIR IMPLEMENTATION PLAN

Version 1: 15 April 2020

Objective

Design and implement a plan that:

- Applies consistency across all hotel sites to help maintain management and a clear chain of command for any escalation issues
- Allows all quarantined travellers access to exercise and fresh air for supervised outdoor recreation breaks (where possible) as recognised in the Covid-19 – DHHS Physical Distancing and Public Health Compliance and Enforcement Plan

COVID-19 – DHHS Physical Distancing and Public Health Compliance and Enforcement Plan

Exercise and fresh air

- If the room has a balcony, ensure the residents can access it for fresh air.
- Advise residents to open windows/balconies where possible for fresh air and ventilation.
- If it is possible for residents to go outside to take some exercise for organised/supervised short periods of time, this should be facilitated where possible. Residents should ensure physical distancing is practised during this period. Only well residents from the same room should be able to go out to exercise at the same time.
- Residents should be provided with resources for exercise routines and yoga/mediation that they can perform safely within their rooms.

Procedure for a detainee / resident to leave their room for exercise or smoking

A person must be compliant and must not have symptoms before they could be allowed to have supervised exercise or a smoking break.

The steps that must be taken by the detainee are:

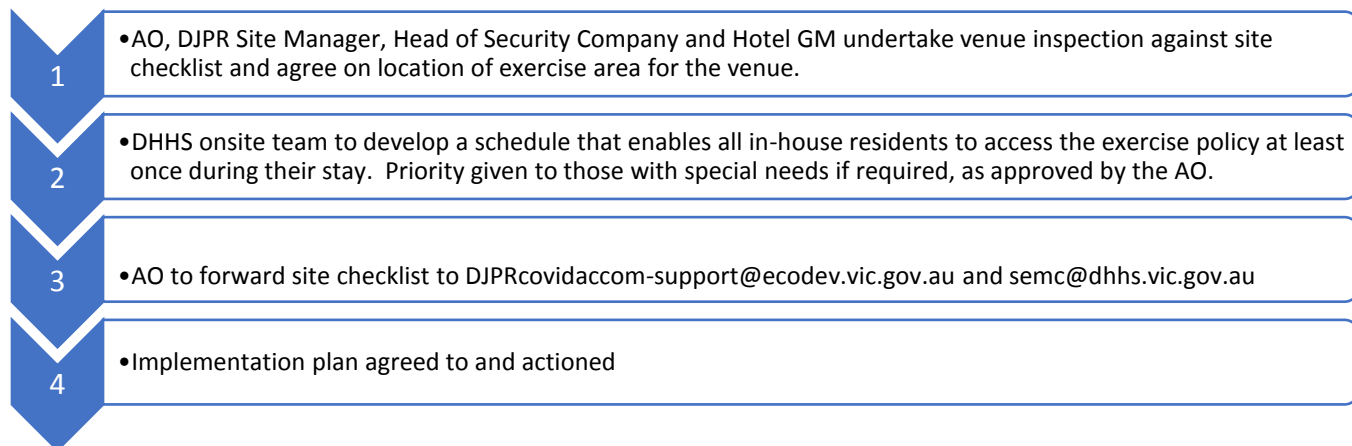
- Confirm they are well;
- Confirm they have washed their hands immediately prior to leaving the room;
- Don a single-use facemask (surgical mask); (supplies to be provided by DHHS)
- Perform hand hygiene with alcohol-based handrub as they leave; (supplies to be provided by DHHS)
- Be reminded to not touch any surfaces internal to the hotel on the way out;

The procedure for the security escort is:

- Don a mask; (supplies to be provided by DHHS)
- Be the person who touches all surfaces if required such as the lift button, handles;
- Maintain a distance (1.5 metres) from the person;
- Ensure no more than 3 people in a lift at any one time (including the security guard)
- Undertake hand hygiene with an alcohol-based handrub or wash hands in soapy water following the return of the person to their room.

There is no requirement to wear gloves and this is not recommended, as many people forget to take them off and then contaminate surfaces. If gloves are worn, remove the gloves immediately after the person is back in their room and then wash your hands.

FIRST STEPS



NUMBER OF TIMES A GUEST CAN ACCESS THIS SERVICE

Where possible, it is the intent that all travelers are able to access the exercise area for a minimum of one opportunity per week.

Additional opportunities are at the discretion of the AO and subject to availability.

Children should have an exercise opportunity at least twice a week with strict oversight by a parent.

Visits above this number will depend on:

- The number of inhouse residents at a site.
- Wellbeing needs
- Mental health state (as monitored by the nurses)
- The ability to maintain a safe and sanitized exercise area during the course of implementing the exercise and fresh air plan.
- General compliance of the quarantined traveler
- Length of stay: i.e. the longer the stay, the higher the priority
- Smoking status i.e. are they a heavy smoker who has not been able to stop smoking/use nicotine patches?

PERSONAL PROTECTION EQUIPMENT –

For travelers:

The use of gloves and surgical masks by people going out to exercise is recommended, particularly as guests will be accompanied in lifts by security teams. Gloves and masks to be disposed of appropriately.

EXERCISE AREA CHECKLIST

To be completed by the Site AO, DJPR Site Manager, Hotel General Manager and Security General Manager. AO to send to completed version to: DJPRcovidaccom-support@ecodev.vic.gov.au and semc@dhhs.vic.gov.au

Hotel Name: _____

The identified and agreed exercise area for this venue is *known as* and *located at*:
(please provide specific detail)

IDENTIFICATION OF THE EXERCISE AREA	Answer	Comments
1. Is the exercise area within the hotel or external to the hotel?		
2. Is it easy to keep the exercising traveler within the identified exercise area?		
3. Are there any hazards within the area? ie, pool / heights / traffic <i>Areas must be safe for children.</i>		
4. Is the area visible by the outside public?		
5. Is the area also accessible by other members of the public (such as other hotel guests)?		
INFECTION CONTROL MEASURES		
1. Will lifts be used?		
2. What type of surfaces are likely to be touched by travelers / staff in undertaking this task?		
3. How will these be sanitised?		
4. How often will these be sanitised? (Daily, weekly etc) <i>To minimize the risk of cross contamination, touched areas must be sanitized between each use</i>		
IF THE AREA IS EXTERNAL TO THE HOTEL, PLEASE EXPLAIN WHY THIS AREA IS ENDORSED		
Endorsed by the: (please print name)		
Authorised Officer:	DJPR Site Manager:	
Hotel General Manager:	Security General Manager:	

SCHEDULE TO ENABLE ACCESS TO EXERCISE AREA

(to be completed by onsite DHHS Team Leader)

Hotel Name:

Date:

Security Escort #1

Time	Room Number	Number of people	Wellbeing considerations (AO)	Comments from security escort (Security)
08:00 – 08:30				
08:30 – 09:00				
09:00 – 09:30				
09:30 – 10:00				
10:00 – 10:30				
10:30 – 11:00				
11:00 – 11:30				
11:30 – 12:00				
30 MIN BREAK				
12:30 – 13:00				
13:00 – 13:30				
13:30 – 14:00				
14:00 – 14:30				
14:30 – 15:00				
15:00 – 15:30				
15:30 – 16:00				
30 MIN BREAK				
16:30 – 17:00				
17:00 – 17:30				
17:30 – 18:00				
18:00 –				

18:30				
18:30 – 19:00				
19:00 – 19:30				
19:30 – 20:00				

SCHEDULE TO ENABLE ACCESS TO EXERCISE AREA

(to be completed by onsite DHHS Team Leader)

Hotel Name:

Date:

Security Escort #2

Time	Room Number	Number of people	Wellbeing considerations (AO)	Comments from security escort (Security)
08:00 – 08:30				
08:30 – 09:00				
09:00 – 09:30				
09:30 – 10:00				
10:00 – 10:30				
10:30 – 11:00				
11:00 – 11:30				
11:30 – 12:00				
30 MIN BREAK				
12:30 – 13:00				
13:00 – 13:30				
13:30 – 14:00				
14:00 – 14:30				
14:30 – 15:00				
15:00 – 15:30				
15:30 – 16:00				
30 MIN BREAK				
16:30 – 17:00				
17:00 – 17:30				
17:30 – 18:00				
18:00 –				

18:30				
18:30 – 19:00				
19:00 – 19:30				
19:30 – 20:00				

SCHEDULE TO ENABLE ACCESS TO EXERCISE AREA

(to be completed by onsite DHHS Team Leader)

Hotel Name:

Date:

Security Escort #3

Time	Room Number	Number of people	Wellbeing considerations (AO)	Comments from security escort (Security)
08:00 – 08:30				
08:30 – 09:00				
09:00 – 09:30				
09:30 – 10:00				
10:00 – 10:30				
10:30 – 11:00				
11:00 – 11:30				
11:30 – 12:00				
30 MIN BREAK				
12:30 – 13:00				
13:00 – 13:30				
13:30 – 14:00				
14:00 – 14:30				
14:30 – 15:00				
15:00 – 15:30				
15:30 – 16:00				
30 MIN BREAK				
16:30 – 17:00				
17:00 – 17:30				
17:30 – 18:00				
18:00 –				

18:30				
18:30 – 19:00				
19:00 – 19:30				
19:30 – 20:00				

OPERATION SOTERIA

PPE Advice for Hotel-Based Security Staff & AOs in Contact with Quarantined Clients

Approved

Date: 5 May 2020 By: M Bamert (Dir EM)

Recommended PPE

Recommended PPE use according to type of activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby (accepting deliveries and checking/greeting people) Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Not applicable
Hotel Lobby When new guests are arriving for the commencement of their quarantine Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene
	<ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Advised not to touch anything on the way in/up
Hotel quarantine floor Not entering the client/s room or having direct contact with client/s. Perform hand hygiene before and after every client contact	No direct client contacts e.g. walking room hallways or stationed in room corridors	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> No PPE / Not applicable
Doorway indirect contact by security Perform hand hygiene before and after every client contact	Any doorway visit: <ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> No PPE
	Any doorway visit: <ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene

PPE Advice for Hotel Based Security Staff & AOs in Contact with Quarantined Clients

Setting	Activity	Security Staff	Client PPE required
Accompanying clients for fresh air/exercise breaks from room to outside Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain 1.5 metres physical distance 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way out/down
	<ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	

Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Gloves are NOT a substitute for hand hygiene and hands should be washed with soap and water if they are visibly soiled, otherwise hand sanitiser can be used continuously.

Gloves are NOT recommended for any security staff or AO staff member at any time.

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times. You must also perform hand hygiene each time you use a tissue or cough or sneeze into your elbow.

ALWAYS AVOID TOUCHING YOUR FACE.

Hand sanitiser is NEVER applied to gloved hands.

Mask usage

PROCEDURE FOR PUTTING ON MASK

1. Perform hand hygiene using the hand sanitizer
2. Put on the mask handling the side tapes only
 - a. If your mask has the ear loops, place them over both ears together
 - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
 - c. Ensure the mask is secured across the bridge of your nose (mold metal clip over bridge of nose) and ensure it sits snugly under the chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the hand sanitizer
2. Do not touch the front of the mask
3. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin
4. If your mask has the ear loops, remove the loops and place into bin
5. Perform hand hygiene using the hand sanitizer

Note: Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask (if wearing one), or your face.

Hotel Quarantine Work – COVID-19

Mar 2020

Introduction

As per Australian and State Government restrictions in response to the COVID-19 situation, various hotels across the country have been identified for quarantine use with travellers arriving from overseas. The travellers may be Australians returning home, or international guests.

This Toolbox Talk will discuss the key requirements of Security while onsite at these hotels.

COVID-19 is a respiratory illness caused from a new strain of a large family of viruses sharing the name corona virus. Other examples of corona viruses are Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). While it is a new illness, evidence shows that those most at risk of contracting it include people who've travelled from overseas (see reference below). Part of a staged response from the Australian Government, all travellers who've arrived in Australia after 15th March will be required to be quarantined in pre-chosen hotels.

All travellers being quarantined within the hotel have previously been screened by health personnel upon arrival into Australia, and are asymptomatic. This means they do not show any symptoms of COVID-19, and as such there is no current evidence of infection.

While quarantine is a Government restriction placed on incoming travellers, it is important to note that these people have done nothing wrong and must be treated with respect.

Wilson Security guards will be posted at various locations within these hotels to assist in maintaining the quarantine zone. The roles include:

- Customer service in the lobby, directing quarantined persons to appropriate check-in facilities
- On floor security and at exit points, monitoring any quarantined persons trying to leave their room or hotel, directing them back into their room
- Observe, report and escalate non-compliance by quarantined persons
- Receipt care parcels delivered to the hotel open bag search of the care parcel looking for prohibited items such as alcohol, cooked food, cigarettes, and drugs. Delivery of care package once cleared by DHHS.

At no stage are Wilson Security to detain or physically restrain someone from leaving their room.

In the event this happens, security officers must instruct persons back to their room, and if these instructions are not obeyed they are to report this to the Site Supervisor for escalation to the relevant Police Authority.

Security officers must focus on remaining calm, and use verbal de-escalation techniques when giving instructions to quarantined persons.

Security officers are not to enter quarantine rooms, handle food trays, rubbish, laundry bags, luggage or any other items being delivered to or removed from a quarantine room. The exception is care packages that have been screened.

Security officers **may** be instructed to assist the Police with physical restraint, but this should be performed at the express request of a local Police officer in the event of an emergency, and performed **ONLY** if the below PPE requirements are met.

Security officers must ensure they understand their legal role in working at these sites. Only the relevant State Police are authorised officers to enforce quarantine restrictions. Should a person under quarantine attempt to leave the hotel without express permission from the Police or DHHS, the Wilson Guard must attempt to have the quarantined person re-enter their room by using good, calm verbal communication and if needed, verbal de-escalation techniques. If the quarantined person remains non-compliant, the guard is to immediately escalate the matter to their Site Supervisor or State Police Authority.

Hotel Quarantine Work – COVID-19

Mar 2020

The risk level is the same as with the wider community during this pandemic. However, no person under quarantine have a confirmed case of COVID-19, so the risk is not as high as a COVID-19 clinic. The use of social distancing, hand and personal hygiene and PPE are adequate to manage the risk while performing this role. We have deemed the risk at a Significant level, but with the above controls it is reduced to Medium.

PPE required

Wilson Security have sought medical advice, and in line with the risk level identified the following PPE is required to work onsite.

<u>Mandatory</u>	<u>Accessible always (but not necessary to be worn)</u>
Gloves	Eye protection
Masks	

Special mention must be made for:

- Green zones. While every hotel is different, there will be areas and zones that are never accessed by quarantined guests. Some hotels have called these green zones – but staff must ensure no PPE is worn in these areas. Wearing of PPE in these areas potentially contaminates the area.
- Cross contamination. Gloves and masks must not be used across multiple zones of any hotels. As an example, PPE should not be taken from
 - o A residential floor into a lift
 - o A lift into a lobby
 - o Between floors
 - o A residential floor into a break room

All employees are reminded of the need to report incidents and hazards proactively. Imagine if you could have prevented one of your co-workers from getting hurt, but didn't report it!

Please report all incidents to the Site Supervisor for recording on Formstack at the site.

This will be an important and sometimes challenging role and we are directly supporting our employees working at these hotels via our company Employee Assistance Program (EAP).

It is at this point a timely reminder that our EAP is available to all our people through our partner Drake Workwise:

24/7 Telephone support

1300 135 600 (AU)

This service is free and confidential.



COVID-19 Hand Hygiene

Hand Hygiene

One of the most effective measures against COVID-19 is good personal hygiene.

Hand hygiene is a way of cleaning one's hands that substantially reduces potential pathogens on the hands.

Washing your hands is easy, and it is one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout the entire community

How to wash your hands

Follow these five steps every time you wash your hands

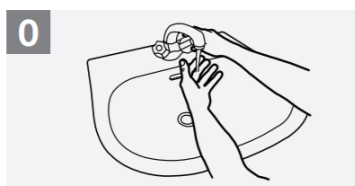
1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them



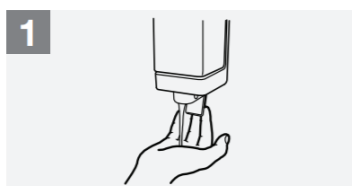
How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

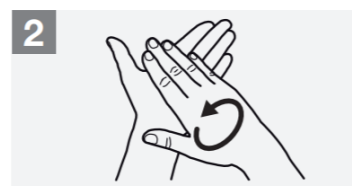
 **Duration of the entire procedure: 40-60 seconds**



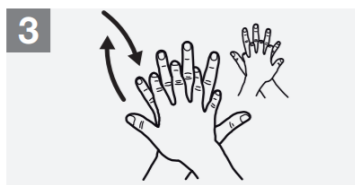
0 Wet hands with water;



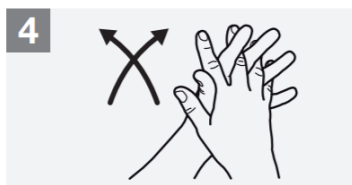
1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



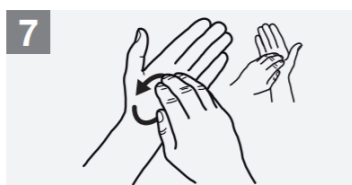
4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



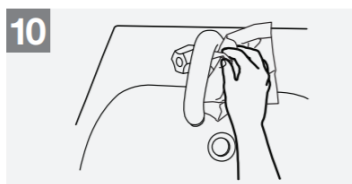
7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



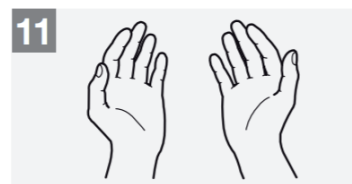
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

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Cheat Sheet

When to wash your hands

You can help keep yourself and others around your healthy by washing your hands often

In particular, you need to wash your hands

1. Before and after preparing food
2. Before eating food
3. After using the toilet
4. After blowing your nose, coughing or sneezing
5. After touching garbage
6. Before putting on gloves, safety glasses / goggles or face mask
7. After removing gloves, glasses / goggles or face mask
8. Before touching your eyes, nose or mouth
9. After you have been in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc.
10. After touching an animal, animal food (including pet treats) and animal waste
11. After changing a nappy or helping a child use the toilet
12. Before and after caring for someone who is vomiting or has diarrhea
13. Before and after treating a cut or wound

Use of hand sanitiser

Washing hands with soap and water is the best way to get rid of germs in most situations.

However, if you cannot wash your hands, you can use an alcohol-based hand sanitiser that contains at least 60% alcohol

- Apply the hand sanitiser product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the product over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds

Hand Sanitisers can quickly reduce the number of germs on hands in many

However,

- Hand Sanitisers do not get rid of all types of



Cheat Sheet



situations.

germs.

- Hand sanitisers may not be as effective when hands are visibly dirty or greasy.
- Hand sanitisers might not remove harmful chemicals from hands like pesticides and heavy metals.





Cheat Sheet

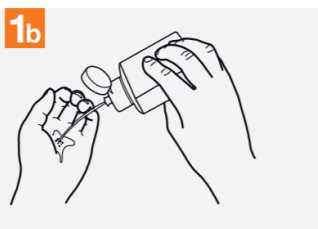
How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

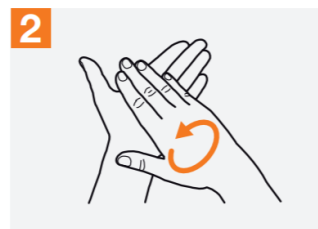
🕒 Duration of the entire procedure: 20-30 seconds



1a Apply a palmful of the product in a cupped hand, covering all surfaces;

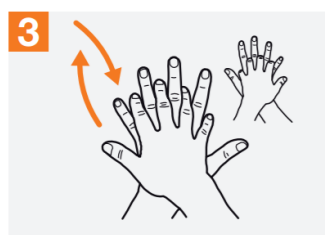


1b



2

Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4

Palm to palm with fingers interlaced;

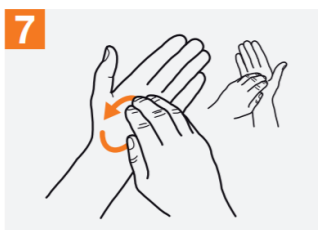


5

Backs of fingers to opposing palms with fingers interlocked;

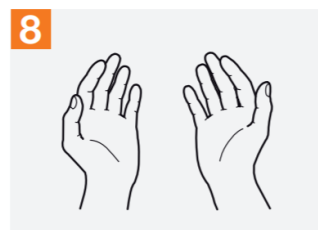


6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7

Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8

Once dry, your hands are safe.



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Need help? Contact your site supervisor for assistance



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YOUR FUTURE



COVID-19 Cough Etiquette

Cough Etiquette

Cough etiquette is a series of actions to take if you feel the urge to cough or sneeze, which are designed to reduce the spread of respiratory illness to others.

Germs have the ability to spread easily through the air, carried on droplets. Etiquette employed when coughing or sneezing can help to contain infectious respiratory droplets at the source and prevent or reduce infection transmission.

Correct cough etiquette

Follow these steps related to when you cough or sneeze

- Sneeze, blow your nose or cough into a disposable tissue, and discard the tissue immediately into a closed bin. If a bin is not available, try carrying a small plastic bag to collect tissues in until they can be disposed of properly.
- If tissues are not available cough/sneeze into your elbow/upper arm or sleeve; avoid using your hands.
- Turn away from other people when coughing/sneezing.
- Move away from other people who are coughing/sneezing.
- Always wash your hands after coughing/sneezing/blowing your nose. If there is no access to soap and water, an alcohol-based hand sanitiser should be used.
- Do not touch your eyes, nose and mouth.
- Wear a mask, in order to protect others



Cheat Sheet

Protect yourself and your family

Cover your cough and sneeze



1

COVER your mouth and nose with a tissue when you cough or sneeze.

Put your used tissue in the rubbish **BIN**.

2



3

If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, **NOT YOUR HANDS**.

WASH your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel or hand dryer.

4



Stay germ free and healthy

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.
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COVID-19 Social Distancing

Why is it important to keep your distance?

One way to slow the spread of viruses, such as coronavirus is social distancing (also called physical distancing). The more space between you and others, the harder it is for the virus to spread. These limits are important because they help to prevent the spread of Covid-19 and they are especially important for at risk people, such as older people and those with chronic conditions. People aged 65 years and over and Aboriginal and Torres Strait Islander people over the age of 50 are at greater risk of more serious illnesses if they become infected with Coronavirus.

How to keep your distance from others in public

Social distancing in public means people:

- Stay at home and only go out if it is absolutely essential
- Keep 1.5 metres away from others
- Avoid physical greetings such as handshaking, hugs and kisses
- Use tap and go instead of cash
- Travel at quiet times and avoid crowds
- Avoid public gatherings and at risk groups like older people
- Practise good hygiene



Cheat Sheet



Coronavirus
(COVID-19)

KEEPING YOUR DISTANCE.

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Wherever possible stay 1.5 metres apart and practise good hand hygiene, especially after being in public places.

**TOGETHER WE CAN HELP STOP
THE SPREAD AND STAY HEALTHY.**

Advice regarding **Coronavirus (COVID-19)** will change regularly. Keep up to date. Visit **health.gov.au**



How to keep your distance from others in the workplace

Steps for social distancing in the workplace include:

- Maintain 1.5 metres away from others
- Stop shaking hands to greet others
- Have meetings via video conferencing or phone call
- Hold essential meetings outside in the open air if possible
- Promote good hand, sneeze and cough hygiene
- Provide alcohol-based hand rub for all staff
- Eat lunch at your desk or outside rather than in a lunch room
- Regularly clean and disinfect surfaces that many people touch
- Open windows or adjust air conditioning for more ventilation
- Limit food handling and sharing of food in the workplace
- Avoid non-essential travel

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COVID-19 Use of PPE

Personal Protective Equipment (PPE)

Personal protective equipment (PPE) is designed to protect the wearer from hazard, injury or infection. The user of PPE is one control measure that has been put in place to be used in conjunction with other measures during the coronavirus (COVID-19) pandemic.

Wilson Security provide a range of PPE to protect staff including gloves, face Masks, safety glasses / goggles, hand sanitiser and alcohol wipes based on roles and the risks associated with those roles.

Even when using appropriate PPE, staff should adhere to proper hand hygiene and cough etiquette, and maintain social distancing at all times.

Re-use PPE

With the exception of safety glasses / goggles, PPE is not to be re-used

Dispose of used gloves and masks in the bin. It is important that these items may hold contaminants so appropriate disposal is required.

Use of Face Masks

Face Masks need to be applied correctly to maximise their effectiveness

Before putting on a Face Mask, wash your hands as per the personal hygiene guidelines. If this is not possible, use hand sanitiser.

1. Ensure the mouth and nose are covered
2. Make sure there are no gaps between the face mask and your face
3. Avoid touching the face mask





Cheat Sheet

while using it. If you do need to touch the mask, wash your hands as per the personal hygiene guidelines or use hand sanitiser after touching or adjusting the face mask

Do not re-use single use masks

Dispose of all used masks in a closed bin

It is important to remove masks correctly

Remove the straps from the behind your head, without touching the front of the face mask.

Dispose of used face masks in a closed bin.

Wash your hands as per the personal hygiene guidelines or use hand sanitiser

Use of gloves

Gloves are recommended to reduce the risk of contamination and germ dissemination.

Wash hands as per personal hygiene guidelines or use hand sanitiser before putting gloves on

Dispose of used gloves in a closed bin.

Wash your hands every time you remove your gloves

Gloves are single-use items

Do not re-use gloves

Remove gloves and wash your hands

1. Before going to the bathroom
2. When gloves have been in contact with body fluid
3. When there is a need for hand hygiene (e.g. before eating)
4. At the end of your shift
5. If they are damaged or torn





Cheat Sheet

It is important to remove gloves effectively

1. Ensure an appropriate bin is available for disposal
2. Starting with the cuffs, slowly pull the gloves down and away from your face
3. While removing the gloves using the cuffs, turn the glove inside-out
4. Place the gloves straight into the appropriate bin
5. Wash your hands as per the personal hygiene guidelines or use hand sanitiser

Use of safety glasses / goggles

Due to the sturdy nature of safety glasses / goggles, they can be reprocessed between uses.

Ensure you clean safety glasses / goggles at the start and end of your shift

To clean safety glasses / goggles

1. Use a mild detergent in warm water (at least 43 degrees).
2. Completely immerse and soak the glasses / goggles into the solution for at least 2 minutes.
3. Gently wash the glasses / goggles to avoid scratching the lenses.
4. Rinse the glasses / goggles in warm water to remove any soap residue.
5. Dry with a clean, lint-free cloth or allow to air dry.

Before putting your safety glasses / goggles on, wash your hands as per the personal hygiene guidelines

Avoid touching the lenses when you put your glasses / goggles on or take them off

Need help? Contact your site supervisor for assistance



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Cheat Sheet



RE: COVID Training Records

From: Greg Watson [REDACTED]
To: Personal Info (DJPR) <Personal Info@ecodev.vic.gov.au>
Cc: Shaun Hogan [REDACTED]
Date: Wed, 24 Jun 2020 10:23:24 +1000
Attachments: Hotel Quarantine Security operations. (3.57 MB)

Hi [REDACTED]

Pls see attached which was sent to DHHS flowing our meeting, and I have copied in Shaun Hogan if any further details are required.

Regards Greg

Greg
 General Manager Regional Operations

Watson



Level 3, 6 English Street
 Essendon Fields VIC 3041
 Australia



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From: Personal Info (DJPR) [mailto:Personal Info@ecodev.vic.gov.au]
Sent: Wednesday, 24 June 2020 10:18 AM
To: Greg Watson [REDACTED]
Subject: RE: COVID Training Records

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Greg – Just further to this, my team leader has asked me to follow up with you on the detail of the temperature testing that you have implemented – which instruments are used, what training is provided to staff and how you are recording results? I know that you may have already sent this through to DHHS, but can I also get this.

Personal Info

Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 T: [REDACTED] M: [REDACTED]
 Personal Info@ecodev.vic.gov.au

djpr.vic.gov.au
jobs.vic.gov.au



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From: Greg Watson [REDACTED]
Sent: Tuesday, 23 June 2020 4:04 PM
To: Personal Info (DJPR) <Personal Info@ecodev.vic.gov.au>
Subject: RE: COVID Training Records

Hi [REDACTED]

Likewise and we found it a very constructive meeting. We have forwarded our safety process training materials on to Pam Williams and Chandra and we are seeking to arrange a meeting with Chandra on site asap.

I am happy to obtain the records for you and I will follow up with our project team who are managing it. I'll come back to you with the records asap.

Regards Greg

Greg
General Manager Regional Operations

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From: Personal Inform (DJPR) [<mailto:Personal Info@ecodev.vic.gov.au>]
 Sent: Tuesday, 23 June 2020 3:59 PM
 To: Greg Watson
 Subject: COVID Training Records

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Greg – It was good to put a face to the name in that meeting with DHHS yesterday. I hope that activity that will result from that meeting will serve us all well going forward.

I am hoping that you can provide me with the records of completion for the online COVID safety training module for your staff. I have been asked to collect these from all security providers for central storing. Is this something that you are able to provide?

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