[Building Name]
SPXXXX

COVID-19 Risk Management & Emergency Response Plan

Version	DRAFT
Date	

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1.0 - Introduction

This document outlines [Building Name] COVID-19 Risk Management & COVID-19 Emergency Response Plan. A number of information sources have been referenced and relied upon including information from NSW Health / NSW Government as well as Public Health orders.

2.0 - COVID-19 Infection Source Risk Identification

Infection Source	Risk Level	Risk Mitigation / Risk Control Mechanism
Resident	Medium	Signage, Communication
Visitor	High	Signage, QR Code Check in, Communication (to residents in relation to visitors)
Building Service Provider	High	Signage, QR Code Check in, Communication
Private Contractor	High	Signage, QR Code Check in, Communication (to residents in relation to visitors)
Delivery / Courier / Removalists	High	Signage, QR Code Check in Communication (to residents in relation to private contractors, delivery person, removalists, couriers etc)
Contaminated Surface	Medium	Daily high touch surface cleaning, communication, hand sanitiser

3.0 - Risk Mitigation / Risk Control Mechanism Details

Risk Mitigation / Control Mechanism	Details
Signage	Wear a mask signs at all street level entries. Keep 1.5 metres apart signage at all street level entries. 2 Persons only allowed in the lift signage in each lift.
Communication	COVID-19 Building Safe Practices displayed on each floor of the building. Regular email communication to all residents reminding them of building safe practices, highlighting changes to health orders etc
Hand Sanitiser	Dispensers installed at all street level entries and car park levels
Daily High Touch Surface Cleaning	Cleaning of Internal lift buttons, floor lift call buttons, intercoms, common property door handles, disinfecting of hard floors and garbage bins.
QR Code Check In	NSW Government QR Code COVID Safe Check in displayed at all main entry points and building service provider lockbox

4.0 - COVID-19 Building Safe Practices

The following Building Safe Practices are displayed on each floor of the building. The text is in English and Mandarin.

Additional daily cleaning measures are in place for high touch surfaces (such as lift buttons, door handles etc)

对于常接触表面（如升降按钮，门把手等），还采取了其他日常清洁措施。

Maximum 2 persons in the lift at one time (unless you are all family/ reside in same apartment.)

一次最多可乘2人（除非您是一家人/住在同一间公寓里。）

Keep a minimum of 1.5 metres of distance between yourself and others whilst on common property.

在公共空间, 彼此之间应保持至少1.5米的距离。

When coughing or sneezing cover your nose with your elbow or a tissue.

咳嗽或打喷嚏时，用肘或纸巾遮住口和鼻子。

Wash your hands regularly with soap (for at least 20 seconds) or hand sanitiser.

常用肥皂或洗手液洗手（至少20秒)。

I**f you are feeling unwell, take appropriate precautions to protect other residents** (wear a mask or a mask and gloves)

如果您感到不适，请采取适当的预防措施以保护其他居民（戴口罩或口罩和手套）

If you are in isolation as a close contact of a confirmed COVID-19 case or if you are diagnosed with COVID-19 please advise the building manager via phone XXXX or email XXXX. This will allow us to take steps to help both you and other residents. Your privacy will be maintained.

如果您被诊断出患有COVID-19 或因已确认的COVID-19病例的亲密联系人而隔离，请通过电话 xxxx 或发送电子邮件 xxxxxx通知建筑物管理员。这将使我们能够采取步骤为您和其他居民提供帮助。您的隐私将得到维护。

5.0 - Management of Building Service Providers

The Building Manager is responsible for managing building service providers and ensuring their attendance on site is managed in compliance with:

• Any Public Health Order that is in effect

• Any advice from NSW Health / NSW Government
• Building COVID-19 Safe Practices

The Building Manager will seek appropriate advice where necessary from the Strata Managing Agent, NSW Health or any other party necessary if there is any level of doubt about the practical application of Public Health Orders or NSW Health / Government Advice.

Before allowing a service provider to attend the building, the Building Manager will ask appropriate screening questions to ensure the person that will be attending the building:

• Is feeling well and is not displaying any potential COVID-19 symptoms
• Is not currently COVID-19 positive
• Has not been asked by NSW Health to isolate pending the confirmation of a COVID test or because they are a contact of COVID-19 positive case
• Has not attended any premises that are on NSW Health's COVID-19 exposure list
• Is not from any local government area subject to a Public Health order condition requiring them not to leave that local area.

NOTE: The Building Manager cannot be held responsible if a service provider gives them false or misleading answers to screening questions.

The Building Manager must ensure they have a COVID-19 safety plan from all service providers that have been authorised to attend the building

6.0 - Mandatory COVID Safe Check In /Out For Non Residents

Non residents entering the building must check in and check out via NSW Government COVID Safe check in QR Code.

COVID Safe check in QR Codes are located in the following locations:

Non resident means any person that does not reside in the building including but not limited to:

• Visitors
• Building Service Providers
• Private Contractors / Delivery Persons / Couriers / Removalists

Mandating that non residents use NSW Government COVID Safe Check in / out when entering the building ensures that if a person that has been into the building later tests positive to COVID-19, that NSW Health are aware that they were in the building and can make contact with us.

7.0 - Management Of Private Contractors / Delivery Persons / Couriers / Removalists

Private contractors / Private trades people, delivery couriers and removalists are not engaged by the owners corporation, rather by individual residents. This means the resident engaging them or receiving goods or services from them needs to assume responsibility for and take all reasonable steps to ensure the COVID-19 risk in relation to these parties is appropriately managed. This means ensuring the persons are in compliance with:

• Any Public Health Order that is in effect
• Any advice from NSW Health / NSW Government
• Building COVID-19 Safe Practices

• Mandatory COVID Safe QR check in / out for all non residents (section 6.0)

Before allowing any one of these parties into the building or their apartment, residents must ask appropriate screening questions to ensure the service provider that will be attending:

• Is feeling well and is not displaying any potential COVID-19 symptoms
• Is not currently COVID-19 positive
• Has not been asked by NSW Health to isolate pending the confirmation of a COVID test or because they are a contact of COVID-19 positive case
• Has not attended any premises that are on NSW Health's COVID-19 exposure list
• Is not from any local government area subject to a Public Health order condition requiring them not to leave that local area.

8.0 - Responsibility Of Residents

Every residents has a responsibility to:

• Comply with any Public Health Order that is in effect
• Comply with the Building COVID-19 Safe Practices
• Not knowingly do anything that could potentially expose any other resident to COVID-19
• Notify the Building Manager if they test positive for COVID-19 or are required by NSW Health to isolate in their apartment.
• Ensure the compliance of their visitors, delivery persons, trades persons or other service providers with conditions set out in this section (8.0) and sections 6.0 and 7.0

Notifying the Building Manager if you test positive or are in isolation will allow us to support you and also take steps to minimise any risk to other residents. Your privacy will be maintained.

9.0 - Activation Of COVID-19 Emergency Response Plan

The COVID-19 Emergency Response Plan will be activated if any of the following conditions are met:

• We are notified that one or more residents in the building have tested positive to COVID-19

• We are notified a non resident who has attended the building and moved through common areas has tested positive to COVID-19

• The Building is placed in lockdown by NSW Health / NSW Police

10.0 - Emergency Response Management Team (ERMT)

Once the COVID-19 Emergency Response plan is activated, members of the Emergency Response Management Team will assume responsibility for executing the emergency response plan.

Primary Emergency Management Team Members:

Member Name	Role

11.0 - Emergency Response Plan Single COVID-19 Positive Resident

Activity	Responsible Party
Confirm with resident who has tested positive to COVID their movements on common property whilst potentially infectious	Building Manager
Seek Information from resident who has tested positive whether in their dealings with NSW Health, there has been any mention about other residents being potentially exposed or needing to isolate	Building Manager
Brief ERMT in relation to common area movements and potential exposure	Building Manager
Contact cleaning contractor and organise urgent onsite attendance to carry out a deep clean of affected floor and any other common areas the resident has advised they were in	Building Manager
Contact NSW Health and seek information about potential exposure of other residents and whether residents need to isolate and be tested	Strata Manager
Contact individual residents on affected floor (without directly identifying the COVID positive resident or their apartment) and advise them of situation and the need for them to stay inside whilst deep clean of floor is carried out (Atomiser / fogging machine will likely be used by cleaning contractor)	Chairman / Secretary
Brief ERMT in relation to information received from NSW Health	Strata Manager
Send Communication to all residents advising of situation and advice received from NSW Health	Chairman / Secretary
If COVID-19 positive resident is to remain in their apartment, put in place process for safe collection and removal of garbage from the apartment	Building Manager
Follow up with COVID-19 positive resident and see whether they require any assistance and help facilitate the required assistance	Chairman / Secretary, Building Manager, Strata Manager

12.0 - Emergency Response Plan Multiple COVID-19 Positive Residents

Activity	Responsible Party
Confirm with residents who have tested positive to COVID-19 their movements on common property whilst potentially infectious	Building Manager
Contact NSW Health and seek urgent advice	Strata Manager
Send Emergency Email Communication to all residents advising them of suspected multiple positive COVID-19 residents and ask them to remain inside their apartments until we are able to clarify with NSW Health what risk may exist and what steps need to be taken	Chairman / Secretary
Brief ERMT in relation to common area movements and potential exposure	Building Manager
Contact cleaning contractor and organise urgent onsite attendance to carry out a deep clean of affected floor and any other common areas the resident has advised they were in	Building Manager
Brief ERMT in relation to information received from NSW Health	Strata Manager
Send further Communication to all residents after advice received from NSW Health and advise them of any actions NSW Health require residents to take and provide contact details so residents can directly contact NSW health themselves	Chairman / Secretary
If COVID-19 positive residents are to remain in their apartment, put in place process for safe collection and removal of garbage from the apartment	Building Manager
Communicate with residents as necessary if any further information is received from NSW Health and any further action is required	Chairman / Secretary
Follow up with COVID-19 positive resident and see whether they require any assistance and help facilitate the required assistance	Chairman / Secretary, Building Manager, Strata Manager

13.0 - Emergency Response Plan Non Resident That Attended The Building Is COVID-19 Positive

Activity	Responsible Party
Determine from notifying party which areas of common property the COVID-19 positive case may have passed through and whether there is potential exposure of residents	Building Manager / Strata Manager
Brief ERMT in relation to common area movements and potential exposure	Building Manager / Strata Manager
Contact cleaning contractor and organise urgent onsite attendance to carry out a deep clean of affected areas	Building Manager
Contact NSW Health (if necessary) to seek further advice on situation	Strata Manager
Brief ERMT in relation to information received from NSW Health	Strata Manager
Contact individual residents if there is likelihood of exposure and we are able to identify a specific floor or specific residents that may have been exposed	Chairman / Secretary
Send email to all residents advising them of the situation, actions taken and any advice from NSW Health	Chairman / Secretary

14.0 - Emergency Response Plan Building Placed In Lockdown By NSW Health / NSW Police

Activity	Responsible Party
Establish with NSW Health / NSW Police Who Has effective Control of situation and the building	Building Manager / Strata Manager
Send Emergency Email Communication to all residents advising them of the situation and advise them tp remain inside their apartments until we are able to clarify with NSW Health / NSW Police what needs to be done	Chairman / Secretary
Brief ERMT in relation to information received from NSW Health / NSW Police in terms of situation and actions that need to be taken	Building Manager / Strata Manager
Send email to residents as a result of information received from NSW Health / NSW Police and inform residents of what the situation is, what steps they are required to take and any other information NSW Health / NSW Police direct us to communicate with residents	Chairman / Secretary

Activity	Responsible Party
In consultation with NSW Health / NSW Police, arrange for deep clean of affected areas or all common areas	Building Manager
Put in place procedure for the safe collection and removal of garbage from all / specifically identified apartments	Building Manager
Seek to establish process for residents to receive medication, groceries etc if the building is to remain in lockdown	Building Manager / Strata Manager / Chairman / Secretary
Continue to communicate with residents and provide information and updates whilst situation is ongoing	Chairman / Secretary

15.0 - Critical Risks To Execution Of Emergency Response Plan

Risk 1 : No contact details for residents or incorrect contact details for residents

In an emergency situation such whereby we need to communicate with residents, having their email address and phone number is critical. If we do not have residents email addresses or phone numbers, or if they haven't notified us when they've changed them, then we are unable to reach and effectively communicate with these residents.

There are some residents we do not currently have email addresses for in BuildingLink. It is hoped the Strata Roll may have these details and we will seek to fill in missing details from BuildingLink via the Strata Roll.

Risk 2 : BuildingLink System critical to resident communication.

BuildingLink is the key platform we rely upon to be able to communicate to all residents via email. If BuildingLink were to be inaccessible during an emergency response situation, then our ability to communicate with all residents would essentially be lost.

As a contingency, we will attempt to export all email addresses from BuildingLink into an Excel spreadsheet so in the event BuildingLink was unavailable during an emergency response situation we could still communicate with residents manually via email.

Risk 3: Emergency Management Team Members Unable to Carry Out Their Responsibilities As Per The Emergency Response Plan

Each member of the Emergency Management team has defined actives to carry out as part of the Emergency Response Plan. If one, or multiple members of the Emergency Management team are unable to carry out their responsibilities then the execution of the Emergency Management plan will be compromised

All members of the ERMT need to have a primary and secondary backup.