

COVID-19 CONFIRMED CASE COMMUNICATIONS CHECKLIST

In the event of a confirmed COVID-19 case on a John Holland project, the following communications are to be drafted and issued.

Case Details			
Date:		Project Location:	
Notified by:		Notified to:	
Name of Confirmed:		Company:	
Contact No. of Confirmed:		Company Contact No.	
Actions by project			
No:	Description	Date Completed	
1	<input type="checkbox"/> Site/project has followed the Confirmed Case Guide and notified key internal and external stakeholders of confirmed case verbally or by text immediately and logged in JHET as a 1P Event as soon as practical, but no later than 24 hours.		
2	<input type="checkbox"/> Site/project has used following communication templates to communicate with people who have come into close contact with Confirmed Case		
3	<input type="checkbox"/> Staff and workforce have been advise of self-isolation requirements and any closure of affected site locations		
4	<input type="checkbox"/> Subcontractors have been informed of self-isolation requirements and closure of affected site location		
5	<input type="checkbox"/> All staff communication has been prepared and issued		
6	<input type="checkbox"/> Medical or psychological support has been offered to potential 'close contact' personnel and their families, as per Employee Assistance Program		
7	<input type="checkbox"/> Project SLT meeting arranged to discuss actions required to reopen affected project areas		
8	Other Actions by Project:		
9	<input type="checkbox"/> Communications prepared for the re-opening of site/office		

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Project to identify key stakeholders and ensure contacts and means of disseminating information are available. Stakeholders may include:

- John Holland leads – Business Unit EGM, GM Health & Safety, GM People Operations, GM Corporate Affairs
- Customer
- Employees
- Subcontractors
- Direct hires
- Suppliers
- Neighbours

Example of notification workflow below.

Note:

- Stage 2 (close contacts) relates to those people who have shared a closed space with an infected person for a prolonged length of time. For example, any colleagues who had face-to-face contact or shared plant/equipment/surfaces with the infected person in the 24 hours before the infected person's symptoms appeared or any time after they appeared.
- Stage 3 relates to people who did not interact with, but who may have been working in the same vicinity as the infected person in the 24 hours before their symptoms appeared or any time after they appeared.

NOTIFICATION WORKFLOW						
	STAGE 1 COMMUNICATE CONFIRMED COVID-19 CASE	STAGE 2 INFORM CLOSE CONTACT	STAGE 3 INFORM OTHER COLLEAGUES, CONTACTS AND LOCAL AREA	STAGE 4 ALL-STAFF COMMUNICATION	STAGE 5 STAKEHOLDER REPORT BACK	STAGE 6 COMMUNICATE REOPENING MEASURES
PROJECT MANAGER	<ul style="list-style-type: none"> • PARENT COMPANY • JV/ALLIANCE PARTNER • CUSTOMER • SLT 				<ul style="list-style-type: none"> • PARENT COMPANY • JV/ALLIANCE PARTNER • CUSTOMER • SLT 	
SAFETY LEAD	<ul style="list-style-type: none"> • PARENT COMPANY SAFETY LEAD 	<ul style="list-style-type: none"> • DIRECTLY AFFECTED PERSONNEL AND SUBBIES 	<ul style="list-style-type: none"> • INDIRECTLY AFFECTED – OTHER COLLEAGUES AND CONTACTS • TOOLBOX 		<ul style="list-style-type: none"> • PARENT COMPANY SAFETY LEAD 	
PEOPLE & OR COMMUNICATIONS LEAD	<ul style="list-style-type: none"> • CUSTOMER COMMS TEAM • PARENT COMPANY COMMS TEAM 		<ul style="list-style-type: none"> • LOCAL OFFICE / SITE 	<ul style="list-style-type: none"> • ALL STAFF 	<ul style="list-style-type: none"> • CUSTOMER COMMS TEAM • PARENT COMPANY COMMS TEAM 	<ul style="list-style-type: none"> • LOCAL OFFICE / SITE • ALL STAFF

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	<ul style="list-style-type: none"> PARENT COMPANY PEOPLE TEAM 					
DELIVERY MANAGER		<ul style="list-style-type: none"> SUBCONTRACTOR MANAGEMENT 				<ul style="list-style-type: none"> SUBCONTRACTOR MANAGEMENT
DIRECT MANAGER		<ul style="list-style-type: none"> DIRECTLY AFFECTED PERSONNEL 	<ul style="list-style-type: none"> INDIRECTLY AFFECTED PERSONNEL 			<ul style="list-style-type: none"> DIRECT OFFICE SUBCONTRACTORS

NOTIFICATION GUIDELINES

STAGE	PURPOSE	WHO	BY	HOW	KEY MESSAGES
1	To advise Covid-19 case has been confirmed on project and investigation is underway	SLT	PM/PD	Text or phone call from	<p>XX has a confirmed Covid-19 case at <location>.</p> <p>The person affected is <status of their health / isolation>.</p> <p>We are investigating the close contact footprint and informing personnel who have been in close contact. We anticipate this to affect XX people or XX office.</p> <p>Please brief your internal stakeholders with discretion noting we are working quickly to contact and isolate project personnel who have been in close contact.</p> <p>A wider project communication will be issued once we have contacted all directly affected personnel.</p> <p>I will keep you updated.</p>
		CUSTOMER	PM/PD SAFETY COMMS/PEOPLE		
		PARENT COMPANY FUNCTIONAL LEADS	PM/PD SAFETY COMMS/PEOPLE		
2	To advise Covid-19 case has been confirmed on project and close contact footprint has been identified for isolation	CLOSE CONTACT TEAM MEMBERS	SAFETY WITH DIRECT MANAGER	Phone call desirable OR text message to ensure DIRECT contact is made	<p>A Covid-19 Case has been confirmed at XX, and we have identified you have had close contact with this person.</p> <p><Insert details of the person / timing of contact></p> <p>We are working quickly to notify all potentially affected people, and we ask you take steps to isolate yourself at home and stay calm.</p> <p>You should self- isolate at home for 14 days after last contact with the confirmed case and monitor for symptoms. If symptoms appear, arrange to see a doctor for an assessment.</p>

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					<p>You will continue to be paid as per normal during this period.</p> <p>Your direct manager will be in touch to check in and connect you with support and resources.</p>
	To advise relevant Subcontractor Management of confirmed Covid-19 case	AFFECTED CLOSE CONTACT SUBCONTRACTORS	DELIVERY MANAGER, SAFETY AND DIRECT MANAGER	Phone call to ensure DIRECT contact is made	<p>A Covid-19 Case has been confirmed at XX, and we have identified some of your employees as potentially having close contact with this person.</p> <p><Insert details of the person / timing of contact></p> <p>We are working quickly to notify all potentially affected people, and believe the following employees may have had close contact:</p> <ul style="list-style-type: none"> • XX • XX <p>We are taking the following actions at the XX office / area:</p> <ul style="list-style-type: none"> • XX • XX <p>We will require your affected employees to self- isolate at home for 14 days after last contact with the confirmed case and monitor for symptoms. If symptoms appear, they should arrange to see a doctor for an assessment.</p> <p>Your site contact will be in touch to check in and connect you with support and resources for your employees.</p>
3	To advise people who may have had contact with confirmed Covid-19 case	PEOPLE WHO MAY HAVE HAD CONTACT	SAFETY WITH DIRECT MANAGER	Phone call OR text message to ensure DIRECT contact is made	<p>A Covid-19 Case has been confirmed at XX, and we have identified you as potentially having had contact with this person (i.e. you may have been in their vicinity).</p> <p><Insert details of the person / timing of contact></p> <p>We are working quickly to notify all potentially affected people. Whilst we don't believe you had close contact with the infected person, we advise you to monitor for symptoms and you may wish to self-isolate for 14 days as a precaution</p> <p>We are taking the following actions at your office / area:</p> <ul style="list-style-type: none"> • XX • XX <p>We will be issuing wider team communications shortly, but for our now our priority is reaching those we've identified as having been in potential contact.</p>

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					Your direct manager will be in touch to check in and connect you with support and resources.
	To advise relevant office area of confirmed Covid-19 case	AFFECTED OFFICE / SITE	SAFETY/PEOPLE/COMMS	SMS or email alert Toolbox Talks (required for workforce)	<p>Please be aware, XXX has a confirmed Covid-19 case at <location>.</p> <p>Steps have been taken to contact and isolate all directly affected people who may have been in close contact.</p> <p>We are taking the following actions at your office / area:</p> <ul style="list-style-type: none"> • XX • XX <p>Your health and safety are the priority for us. We have followed all health guidelines and gone above and beyond in our cleaning measures to ensure it is safe to go back to work.</p> <p>If you have concerns or believe you may be directly affected through close contact, please speak to your direct manager.</p>
	To advise relevant Subcontractor Management of confirmed Covid-19 case	AFFECTED SUBCONTRACTORS (WHO MAY HAVE HAD CONTACT)	DELIVERY MANAGER AND SAFETY	Email	<p>Please be aware, xx has a confirmed Covid-19 case at <location>.</p> <p>Steps have been taken to contact and isolate all directly affected people who may have been in close contact. Based on the movements of the person concerned, we believe you didn't have close contact with them, but wanted to reassure you of the steps we're taking.</p> <p>We are taking the following actions at the XX office / area:</p> <ul style="list-style-type: none"> • XX • XX <p>Your health and safety are the priority for us. We have followed all health guidelines and gone above and beyond in our cleaning measures to ensure it is safe to go back to work.</p> <p>Whilst we don't believe your employees are directly affected through close contact, if you have any concerns, please reach out.</p>
4	To advise wider project of a confirmed Covid-19 case and to direct people to their email for more information	ALL PROJECT PERSONNEL	COMMS/PEOPLE	SMS Alert (if technology available) or Email	<p>Please be aware, xx has a confirmed Covid-19 case at <location>. Steps have been taken to contact and isolate all directly affected people who have been close contact. We have taken additional cleaning measures to make sure it's safe to return to work.</p> <p>An email has been sent with more information.</p>

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	To provide further information to the wider project team about the confirmed case and isolation / response measures.	ALL PROJECT PERSONNEL	COMMS/PEOPLE	Email	<p>Please be advised XX has a confirmed Covid-19 case at <location>. The person affected is <status of isolation / health>. DO NOT NAME PERSON.</p> <p>We have taken great care to investigate the close contact contamination footprint. In partnership with <Manager's name>, we've directly contacted all potentially affected people who have been in close contact with the confirmed case.</p> <p>These people are now isolating at home and monitoring their health. Their managers are supporting them during this time, and we are connecting them with resources and support.</p> <p>The following response measures have been implemented at the affected location to make sure it's safe and that people feel reassured to return to work:</p> <ul style="list-style-type: none"> Closure of the area / site – this area will remain closed for XX Deep clean and sanitisation of the area including XX EAP / psychological support arranged <p>We have followed all health guidelines and gone above and beyond in our measures to ensure it is safe to go back to work.</p> <p>Before the person can return to work, they will be required to undertake a negative Covid-19 test and be cleared by their doctor.</p> <p>Our customer, parent companies and other key stakeholders have been made aware of this situation and the steps we are taking.</p> <p>We are mindful this is a worrying time for many. Please look after yourself and your mates. If you are concerned or have any questions, please speak with your direct manager or contact XXX.</p> <p>You can also draw on the confidential and free services of our EAP. John Holland 1800 991 151</p>
5	To close the loop with parent company functional leads on the investigation and measures implemented	PARENT COMPANY FUNCTIONAL LEADS	PM/PD OR COMMS/PEOPLE	Email	<p>Please find below email distributed to our project outlining further information on the confirmed Covid-19 case RIA and steps we have taken.</p> <p>Should you require further information, please contact your respective counterpart.</p>
6	To advise personnel prior to reopening of the affected / isolated area	STAFF FROM THE AFFECTED OFFICE	PM/PD OR COMMS/PEOPLE	Email	<p>Please be aware the office / area at <location> will be reopened on <date>.</p> <p>We have followed all health guidelines and gone above and beyond in our measures to clean and sanitise the space, including:</p> <ul style="list-style-type: none"> XX

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