



About the COVIDSafe Plan

The COVIDSafe Plan has been developed to support businesses to safely reopen, maintain a COVIDSafe workplace and prepare for a suspected or confirmed case of coronavirus (COVID-19) in the workplace.

In order to be compliant with public health direction:

- All businesses in both metropolitan Melbourne and regional Victoria must complete a COVIDSafe Plan.
- This COVIDSafe Plan should be developed in consultation with workers and any relevant Health and Safety Representatives (HSRs).
- In addition to completing a COVIDSafe Plan, you are still required to meet your obligations under the Occupational Health and Safety Act 2004.
- You must comply with a request to present or modify your COVIDSafe Plan, if directed to do so, by an Authorised Officer or WorkSafe Inspector.
- In addition to the general restrictions for all businesses, some industries require additional obligations due to a higher transmission risk.

If you are in a high risk industry, you are required to complete a 'High Risk COVIDSafe Plan'. Further information can be found at vic.gov.au.

How to develop your COVIDSafe Plan

1. Understand your responsibilities

Information on public health directions applying to employers is available at vic.gov.au.

2. Prepare your plan

Below is the COVIDSafe Plan template which you will need to complete. The COVIDSafe Plan is grouped into six COVIDSafe principles. These include:

1. Ensure physical distancing
2. Wear a face covering
3. Practise good hygiene
4. Keep records and act quickly if workers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce bubbles

When completing your plan, under the 'actions' column of each COVIDSafe principle, you must outline the actions you will take to meet the listed requirement. You will note that if you are in a restricted or heavily restricted industry, additional requirements may apply.

Mandatory requirements under public health direction feature this symbol:



- All other points are highly recommended for keeping your workers safe and workplace open but are not mandatory.
- Some of the requirements in the COVIDSafe Plan may not apply to your business. Where the requirement does not apply to your business it should be marked N/A (not applicable).

3. Keep your plan up to date

Your COVIDSafe Plan must be reviewed and updated routinely and when restrictions or public health advice changes. Organisations with multiple worksites must complete a COVIDSafe Plan for each worksite.

You do not have to lodge your COVIDSafe Plan with the Victorian Government, however, you may need to provide your COVIDSafe Plan to an Authorised Officer or WorkSafe Inspector upon request, or in the event of a confirmed positive case at your workplace. There will be virtual and physical inspections as well as desktop audits to ensure the implementation of and compliance with your COVIDSafe plan.

4. Share your plan

Your workforce needs to be familiar with this plan. Where possible it is recommended that you discuss the plan with your workers before you finalise it. Once you have completed the plan, share it with your workers and occupational health and safety representatives.

For further guidance on how to prepare your COVIDSafe Plan or any other questions, please visit vic.gov.au or call the Business Victoria Hotline on 13 22 15.

Ola Australia Pty Ltd's COVIDSafe Plan

Business name: Ola Australia Pty Ltd

City of operation: Victoria

Driver name:

Driver contact number:

Ola has created this plan for the benefit of all Ola drivers in Victoria. All drivers should review and adhere to the requirements of the COVIDSafe Plan below to enable them to comply with their obligations set by the Commercial Passenger Vehicles Victoria.

Drivers should also comply with strict cleaning rules to prevent the spread of coronavirus (COVID-19) and the obligation to keep a digital record of passengers for all trips. For more information, please visit the [Commercial Passenger Vehicles Victoria website](#).

A copy of this COVIDSafe Plan is available on the Ola website at <https://ola.com.au/driver/drivers-guidelines/health-and-safety-policy-covid19/>



1. Ensure physical distancing

Requirements

You must ensure workers and visitors are 1.5 metres apart as much as possible. This can be done by:

- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply
- Informing workers to work from home wherever possible

You may also consider:

- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and workers

Action

- where possible, drivers should request riders to seat in the rear passenger seats
- drivers should avoid handling luggage or items belonging to the rider
- drivers may consider installing a protective screen or barrier between the driver seat and passenger seats for additional protection subject to the applicable standards required to be met

You must apply density quotient to configure shared work areas and publicly accessible spaces to ensure that:

- There is no more than one worker per four square metres of enclosed workspace
- There is no more than one member of the public per four square meters of publicly available space indoors

All drivers must comply with physical distancing rules:

- keep 1.5 metres away from riders or others if outside the vehicle
- where possible, have passengers use the rear seats only
- avoid physical contact
- if a passenger has luggage, drivers are able to open the boot for the rider but should avoid touching the luggage and request that the rider handle their own luggage

You should provide training to workers on physical distancing expectations while working and socialising. This should include:

- Informing workers to follow current public health directions when carpooling. This can be found at [vic.gov.au](https://www.vic.gov.au)

All drivers should complete the COVID-19 training modules available through the Ola Driver training platform [here](https://www.olatraining.com/users/sign_in) (https://www.olatraining.com/users/sign_in)



2. Wear a face covering

Requirements	Action
<p>You must ensure all workers and visitors entering the worksite wear a face covering as per public health advice. This includes:</p> <ul style="list-style-type: none">• Providing adequate face coverings and Personal Protective Equipment (PPE) to workers that do not have their own	<p>General:</p> <ul style="list-style-type: none">• drivers should comply with their states or territories' specific requirements regarding face covering• a face covering should cover both the driver's nose and mouth and can include a face mask and face shield• drivers should not re-use the face covering if they become soiled (disposable masks) or moist (cloth masks)• drivers should follow the Australian Department of Health guidelines on the use and disposal of face masks here and for Victoria, the DHHS guidelines for using, cleaning and replacing face coverings displayed here <p>Victoria:</p> <ul style="list-style-type: none">• mandatory face masks are required for all Victorian rideshare drivers
<p>You should install screens or barriers in the workspace for additional protection where relevant.</p>	<ul style="list-style-type: none">• drivers may consider installing transparent physical screens or barriers in their vehicles for additional protection so long as they do not obstruct the driver and comply with state laws
<p>You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.</p> <p>You should inform workers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be washed immediately.</p>	<p>All drivers should complete the COVID-19 training modules available through the Ola Driver training platform here (https://www.olatraining.com/users/sign_in)</p> <p>General:</p> <ul style="list-style-type: none">• drivers should comply with the Australian Department of Health guidelines on the use and disposal of face covering here• drivers should not re-use the face covering if they become soiled (disposable masks) or moist (cloth masks)• drivers must discard in a bin soiled face covering (disposable masks) or clean such face covering in accordance with guidelines (cloth masks)



3. Practise good hygiene

Requirements	Action
<p>You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs and telephones.</p> <p>You should:</p> <ul style="list-style-type: none">• Clean surfaces with appropriate cleaning products, including detergent and disinfectant• Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so• Clean between shifts	<ul style="list-style-type: none">• drivers must clean and disinfect high-touch surfaces touched by drivers and riders after each rider leaves and before the next trip starts using appropriate cleaning and disinfection products• high-touch surfaces include:<ul style="list-style-type: none">◦ steering wheel and controls, heat/air conditioner controls, navigation controls◦ door handles (including the boot handle), visors, window controls◦ rear view mirror, rear view mirror adjuster, seat belt clips◦ hand brake, centre console, gear stick, glove box• drivers must deep clean their vehicle after their shift and follow the Australian Department of Health's guidelines on environmental cleaning and disinfection in the community
<p>You should display a cleaning log in shared spaces.</p>	<ul style="list-style-type: none">• drivers must keep appropriate cleaning records to ensure that they meet their cleaning obligations. A sample cleaning record template is available from the Commercial Passenger Vehicle Victoria website - Vehicle Cleaning Register template• drivers must submit cleaning records to Ola. This may be done through the Ola app following the instructions here
<p>You should make soap and hand sanitiser available for all workers and customers throughout the worksite and encourage regular handwashing.</p>	<ul style="list-style-type: none">• drivers must check that they have an adequate supply of cleaning equipment (sanitisation kit) in their vehicle• the sanitisation kit should consist of appropriate hygiene, cleaning and disinfection products such as a hand sanitiser, disinfectant spray, disinfectant wipes, packet of tissues and either dedicated gloves or disposable gloves for cleaning, disinfecting and wiping down surfaces• hand sanitisers used should be alcohol based in accordance with the Australian Department of Health guidelines displayed here• detergent solution (as per manufacturer's instructions) or detergent/ disinfectant wipes can be used (so long as mechanical cleaning is achieved) in compliance with the Australian Department of Health's guidelines on environmental cleaning and disinfection in the community



4. Keep records and act quickly if workers become unwell

Requirements	Action
<p>You must support workers to get tested and stay home even if they only have mild symptoms.</p>	<ul style="list-style-type: none">• all drivers must stop driving immediately when experiencing symptoms of COVID-19• after testing positive, drivers may only return to driving once they have medical clearance from their health authority and provided evidence their vehicle has been deep cleaned
<p>You must develop a business contingency plan to manage any outbreaks. This includes:</p> <ul style="list-style-type: none">• Having a plan to respond to a worker being notified they are a positive case while at work, noting workers who show symptoms or have been in close contact should NOT attend the workplace until they receive their test results• Having a plan to identify and notify close contacts in the event of a positive case attending the workplace during their infectious period• Having a plan in place to clean the worksite (or part) in the event of a positive case• Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts• Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your workplace• Having a plan in the event that you have been instructed to close by DHHS <p>Having a plan to re-open your workplace once agreed by DHHS and notify workers they can return to work</p>	<ul style="list-style-type: none">• drivers who are experiencing any symptoms of COVID-19 or have been in close contact with someone who tests positive should stop driving for Ola until they receive tests results• if a driver tests positive to COVID-19 they must notify Ola, DHHS, and WorkSafe Victoria immediately• if a driver tests positive, or has been identified as a close contact they must have their vehicle deep cleaned• if requested by DHHS Ola will temporarily suspend any driver has been identified by DHHS until it is agreed they are safe to provide services on the Ola platform
<p>You must keep records of all people who enter the workplace for contact tracing.</p>	<ul style="list-style-type: none">• Ola automatically records passenger trip data as part of the booking process, this information can and will be used for the purposes of contact tracing• drivers are encouraged to download and install the COVIDSafe app to help with
<p>You should implement a screening system that involves temperature checking upon entry into a workplace.</p>	N/A



5. Avoid interactions in enclosed spaces

Requirements

You should reduce the amount of time workers are spending in enclosed spaces.

This could include:

- Enabling working in outdoor environments
- Moving as much activity outside as possible, including serving customers, meetings, tearooms, lunch breaks and locker rooms
- Enhancing airflow by opening windows and doors
- Optimising fresh air flow in air conditioning systems

Action

- where possible, drivers should have passengers use the rear seats only
- drivers should set the air conditioning to external airflow rather than to recirculation before starting their shift for the day
- drivers should have windows open where possible before starting the shift for the day
- if requested by passengers, drivers may close the windows



6. Create workforce bubbles

Requirements

Action

You should keep groups of workers rostered on the same shifts at a single worksite and ensure there is no overlap of workers during shift changes.

- drivers are encouraged to drive for Ola in a single vehicle
- where drivers are using a shared vehicle, drivers must thoroughly clean vehicle touch points before and after every shift and before the next driver starts

You should maintain records of all workers who have disclosed that they reside with another worker and ensure that there is no cross-over between shifts

- drivers must ensure their personal information is up to date on the Ola platform to ensure Ola has an accurate record of all driver residences for contact tracing purposes
- drivers must have a QR code which records:
 - passenger's first name
 - phone number
 - date and time the passenger used the service
 - registration number of the vehicle.
- drivers can download the Victorian Government's QR Code Service for commercial passenger vehicles [here](#)