



**SELF  
STORAGE**

**COVID-19 (CORONAVIRUS)  
POLICY**

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# POLICY OVERVIEW

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## 1.1 POLICY

This policy provides staff with information and guidelines around COVID-19 (Coronavirus), including what the virus is, symptoms to look out for, disclosures around travel, as well as requirements and steps to take should you, or someone you come into contact with, contract the virus.

## 1.2 PURPOSE

National Storage considers the health and wellbeing of its employees to be paramount. As such, the Company will consider any guidelines provided by the relevant health authorities and act in a manner which it considers to be in the best interests of its employees, customers and the community generally.

## 1.3 VERSION CONTROL

VERSION #	ISSUE DATE	ISSUED BY	KEY CHANGE(S)
2020	12/03/2020	E Hayes	Policy Creation
2020	16/03/2020	E Hayes	Self-isolation requirements and quarantine process
2020	26/03/2020	M Morgan	Amendments to 2.7 and 3.6
2020	31/03/2020	M Morgan	Amendments to 3.2 and 3.4
2020	01/04/2020	P Rogers	Clarification on Technical Issues
2020	06/04/2020	M Morgan	Amendments to 2.3, 3.2, 3.6 and 3.7
2020	22/04/2020	M Morgan	Amendments to Leave and Wages
2020	2/07/2020	M Morgan	Amendments to 2.7, 3.2, 3.6, 3.7, 4.5
2020	4/08/2020	E Yiannatzi	Added Victoria High Risk Plan
2020	5/08/2020	M Morgan	Amendment to 2.5
2020	06/08/2020	E Hayes	Added Victoria Specific Support Payments
2020	6/08/2020	M Morgan	Amendment to Victoria Specific COVID-19 Safe Plan

# COMMON QUESTIONS

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## 2.1 WHAT IS CORONAVIRUS AND COVID-19?

Coronaviruses can make humans and animals sick. Some coronaviruses can cause illness similar to the common cold and others can cause more serious symptoms and diseases, including Severe Acute Respiratory Syndrome (SARS) and Middle East respiratory syndrome (MERS) particularly as regards the elderly, infirm and those with pre-existing medical conditions. This new coronavirus originated in Hubei Province, China and the disease outbreak is named COVID-19.

## 2.2 HOW IS THIS CORONAVIRUS SPREAD?

Available information indicates that the coronavirus is most likely to spread from person-to-person through:

- direct close contact with a person while they are infectious
- close contact with a person with a confirmed infection who coughs or sneezes, or
- touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

Most infections are only transmitted by people when they have symptoms. These can include fever, a cough, sore throat, tiredness and shortness of breath.

## 2.3 HOW CAN WE HELP PREVENT THE SPREAD OF CORONAVIRUS?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You should:

- Practice social distancing and maintain at least 2 metres between yourself and anyone who is coughing or sneezing
- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- make a conscious effort to avoid touching your face (especially your mouth) with your hands
- cover your cough and sneeze by doing so into your elbow not your hand, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others such as shaking hands, touching, kissing, hugging, and other intimate contact.

## 2.4 WHO IS MOST AT RISK OF A SERIOUS ILLNESS?

The virus seems to affect people in different ways. Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly. From previous experience with other coronaviruses, the Government has determined that people at most risk of serious infection are:

- People with compromised immune systems, such as people with cancer.
- Elderly people.
- People with pre-existing medical conditions and diagnosed chronic medical conditions eg: diabetes.
- Aboriginal and Torres Strait Islander people.
- Very young children and babies\*.

\*At this stage, the risk to children and babies, and the role children play in the transmission of COVID-19, is not clear. However, there has so far been a low rate of confirmed COVID-19 cases among children relative to the broader population.

## 2.5 SHOULD I WEAR A FACEMASK?

The recent rise in community transmission of COVID-19 in Australia means some states and territories now recommend or require the use of masks.

Please refer to your state's legislation and for more information, see the link below:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19>

## 2.6 WHAT SHOULD I DO IF I DEVELOP SYMPTOMS?

The below is to be read in conjunction with Clause 3.2 – Self-isolation.

If you develop symptoms (fever, a cough, sore throat, tiredness or shortness of breath), you should immediately arrange to see your doctor for urgent assessment and follow isolation guidelines in accordance with clause 3.2 where applicable

You should telephone the health clinic or hospital before you arrive and tell them your symptoms and whether or not you believe that you may have been in contact with a potential case of coronavirus.

You must also ensure that you phone your Manager to inform them of the situation and keep them updated with your results.

**While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness—not coronavirus.**

## 2.7 WHAT IS CONSIDERED TO BE 'CLOSE CONTACT'?

Close contact is:

- Face-to-face contact in any setting with a confirmed or probable case, for 15 minutes or more. This is cumulative over the course of one week. It starts from 48 hours before the onset of symptoms in the confirmed or probable case.
- Sharing of a closed space with a confirmed or probable case for a prolonged period (e.g. more than 2 hours). This is in the period extending from 48 hours before onset of symptoms in the confirmed or probable case.

# REQUIREMENTS

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## 3.1 IF YOU HAVE A CONFIRMED CASE OF CORONAVIRUS

### **Do not come to work.**

If you are tested and it is confirmed by your doctor or the relevant state department of health that you have contracted the virus, you must immediately go into isolation. You must disclose this information to your Manager and HR immediately, along with details of who you have been in contact with at work. National Storage will work with the applicable Department of Health in each State on a case by case basis in developing suitable quarantine plans.

## 3.2 SELF-ISOLATION

Please review the below in line with the latest guidance and updates as provided by the [Department of Health](#) and [Smartraveller](#) websites.

You **must inform your Manager** and **isolate yourself** where required in the following circumstances:

- **If you're travelling or returning to Australia and arrive from 12am on 16 March, you will be required to self-isolate for 14 days. This applies to all travellers, including Australian citizens.** It is a criminal offence not to do so.
- **If you're travelling or returning to New Zealand, you must remain in managed isolation or quarantine for at least 14 days.** You must test negative for COVID-19 before you can leave the isolation or quarantine facility and go into the community.
- Are entering certain remote areas in Queensland, South Australia, Western Australia and Northern Territory (unless exempt)
- Are entering a state that has a required quarantine period
- If you have been in close contact with a proven case of coronavirus, you must isolate yourself for 14 days from the date of last contact with the confirmed case.
- The company will make arrangements for you to work remotely where possible.

## 3.3 SELF-QUARANTINE PROCESS

If you are required to stay at home, ensure you follow the below guidelines:

- Do not go to public places such as work, school, shopping centres, childcare or university.
- Ask someone to get food and other necessities for you and leave them at your front door.
- Do not let visitors in — only people who usually live with you should be in your home.

You do not need to wear a mask in your home. If you need to go out to seek medical attention, wear a surgical mask (if you have one) to protect others.

You should stay in touch by phone and online with your family and friends.

To find out more, read the Department of Health's [home isolation information sheet](#).

### **3.4 CONTRACTOR PRECAUTIONS**

All contractors to the National Storage Head Office are required to answer the following questions prior to meetings or conducting business on site:

1. Whether they have travelled or returned to Australia and arrived from 12am on 16 March.
2. Whether in the last 14 days they have travelled from, or had contact with, anybody who has travelled overseas
3. Whether they are experiencing any symptoms associated with the virus (cough, high temperature, shortness of breath).

If they respond 'yes', they will be asked to make alternative meeting arrangements.

For external meetings, it is recommended that employees, prior to the meeting, ask the above questions to external participants and make alternative arrangements (such as a conference call etc) should a participant respond 'yes' to either question.

### **3.5 TRAVEL**

All work-related travel must first be approved by the Executive Team.

In relation to inter-state and New Zealand travel, staff should carefully assess whether the proposed travel is a "need to" or a "nice to" meeting or purpose. Only "need to" travel should be undertaken and staff should evaluate every proposed trip to determine if the purpose can be achieved through alternative means such as phone discussions or video conferences – it is expected that most cases should be able to be achieved through alternative means.

Personal travel specifically to those countries and regions identified as high-risk, is discouraged however in the event that any overseas travel is undertaken, employees are asked to share these travel plans with their line managers.

### 3.6 CENTRE REQUIREMENTS

Self Storage has been determined by the Australian Government to be part of the essential services. They can operate only to facilitate access for essentials. New sales or expiries of units are considered non-essential. Access to existing lockers is permitted for essential items or services only.

As we are an essential service, it is important that we continue to staff our centres as is necessary. The Australian Government have advised that if staff can work from home they must do so and if staff need to be at a workplace for an essential service then they are to take all necessary precautions. The nature of our operations requires limited staff to attend the centres to provide essential services.

However we must ensure that we operate our centres and keep our team safe – we take this obligation very seriously. We believe that given our centres are a low contact environment and with the appropriate precautions in place, our team can safely operate at our centres. To this end, please ensure that the following measures are compulsorily enacted at all Australian centres:

- a) Minimise any interactions between staff and customers where possible.
- b) Only 1 team member in the office at any time.
- c) Only 1 customer in the office at any time. If more than one customer is at the centre wanting to access the office, they must wait until the prior customer has left.
- d) Always maintain social distancing. Team members must keep at least 2 metres between themselves and a customer (or other team members) at all times.
- e) Ensure that there is some form of barrier between the team member and a customer in the office. EG: a stack of boxes to waist height placed in front of the desk.
- f) At all times use hand sanitiser (if available) after dealing with a customer. If no sanitiser is available, wash your hands with warm water thoroughly for at least 20 seconds.
- g) Ensure that all surfaces, especially handles, counters and items like pens are cleaned with antibacterial or cleaning products regularly and after each customer dealing.
- h) When outside the office and in the centre:
  - Maintain social distancing at all times.
  - Avoid touching any surface unnecessarily.
  - Ensure that door handles or other communal touch points like toilets or trailers and utes/trucks are regularly cleaned as above.
- i) If you are required to take delivery of an item for a customer, ensure that you wash or sanitise your hands thoroughly afterwards.
- j) It is no longer necessary to walk a customer to their unit during a move in. You can give them directions or provide a centre map if available.

### **3.7 NEW ZEALAND**

New Zealand moved to Alert Level 1 at 11:59pm on Monday 8<sup>th</sup> June 2020.

There are no longer restrictions to work, school, sports and domestic travel or social distancing. Clause 3.6 applies to Australia only.

For the latest advice, information and resources on Alert Level 1, go to:

<https://covid19.govt.nz/covid-19/covid-19-alert-system/alert-level-1/>

# LEAVE AND WAGES

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## **4.1 IF AN EMPLOYEE OR THEIR FAMILY MEMBER IS SICK WITH CORONAVIRUS**

Employees who are absent from work because they are unwell with coronavirus can utilise their accrued paid personal leave, unpaid pandemic leave (see Clause 4.5), or apply to use another form of leave if those options have been exhausted. A medical certificate supporting this illness is required to access this leave.

If an employee is required to care for a family member who is unwell with coronavirus, they can utilise their accrued paid carer's leave. Upon expiry of this they may apply to use another form of leave which will be assessed on a case by case basis.

## **4.2 IF AN EMPLOYEE IS UNABLE TO WORK OR REQUIRED TO SELF-ISOLATE BY GOVERNMENT OR MEDICAL AUTHORITIES**

If Government guidance directs an employee to isolate themselves but they do not have coronavirus, the employee is not technically entitled to paid personal or carers' leave unless this direction is supported by a valid medical certificate for the period of absence. Unpaid pandemic leave can be accessed in this situation.

Employees may also apply to use a form of accrued paid leave throughout this period, such as annual leave. These will be reviewed on a case by case basis.

In this isolation period, an employee may apply to work from home where possible to do so. In this case, the employee would be entitled to their ordinary pay.

## **4.3 IF AN EMPLOYEE IS DEEMED NOT ABLE TO ATTEND WORK**

If an employee is deemed not able to attend work by NSR due to the Covid19 crisis or limitations on our operations because of the crisis, the employee will be on unpaid leave as they are not able to work due to the crisis. NSR will where possible try to work with the employee to determine if other options, such as use of annual leave are possible.

## **4.4 IF AN EMPLOYEE CHOOSES TO SELF-ISOLATE VOLUNTARILY**

If an employee self-isolates without being required to do so by Government direction, they will not be entitled to ordinary pay.

## **4.5 COVID-19 LEAVE ENTITLEMENTS**

### **Annual Leave at Half Pay**

Instead of an employee taking paid annual leave on full pay, an employee and employer may agree to the employee taking twice as much leave on half pay. The agreement must be in writing.

### **Unpaid Pandemic Leave**

Employees can access up to 2 weeks' unpaid pandemic leave if they're prevented from working:

- as a result of being required to self-isolate by government or medical authorities, or acting on the advice of a medical practitioner, or
- by measures taken by government or medical authorities in response to the pandemic (for example, an enforceable government direction restricting non-essential businesses).

The leave is available in full to full-time, part-time and casual employees and does not need to be accrued. Employees don't have to use all their paid leave before accessing unpaid pandemic leave. Employees must provide notice, reasoning and suitable evidence to take this leave.

## **4.6 VICTORIA SPECIFIC GOVERNMENT SUPPORT PAYMENTS**

The below payments have been introduced by the Victorian Government to provide financial support to eligible staff who are required to self-isolate and have no sick leave entitlements available to them.

### **\$300 Coronavirus (COVID-19) Test Isolation Payment**

This payment is available to eligible workers while they self-isolate to wait for the results of a coronavirus test.

### **\$1500 Coronavirus (COVID-19) Worker Support Payment**

This payment is available to eligible workers who are required to self-isolate or quarantine due to being diagnosed with coronavirus, a close contact of a confirmed case of coronavirus, caring for someone who has been diagnosed with coronavirus, or caring for a child under aged 16 years or younger who has been identified as a close contact.

For further information on these payments, including specific eligibility criteria and evidence required for each payment, please visit the [DHHS website](#).

# UPDATES AND FURTHER INFORMATION

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1. Where can I access updates and more information?

## **AUSTRALIA**

For the latest advice, information and resources, go to [www.health.gov.au](http://www.health.gov.au).

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at [www.health.gov.au/state-territory-contacts](http://www.health.gov.au/state-territory-contacts).

If you have concerns about your health, speak to your doctor.

## **NEW ZEALAND**

For the latest advice, information and resources, go [www.health.govt.nz/](http://www.health.govt.nz/).

For COVID-19 health advice and information, contact the Healthline team (for free) on 0800 358 5453 or +64 9 358 5453 for international SIMS.

If you have concerns about your health, speak to your doctor.

The World Health Organization has published a segment on 'myth busters' for the coronavirus which may be helpful to review: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>.

# VICTORIA SPECIFIC COVID-19 SAFE PLAN

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Announced on 3<sup>rd</sup> August 2020, Victoria has moved to Stage 4 “Stay at Home” Restrictions for 6 weeks effective midnight 5<sup>th</sup> August 2020. Effective immediately the additional following protocols are to be put in place by each Centre located in the state of Victoria:

## Site & Team Safety

- Offices to be locked and visitors and contractors to be directed to call the Centre phone/mobile upon arrival. This is so the team can control the flow of traffic in offices completely. Use signage provided by the Marketing team.
- Installation of portable Safety Guard Screens located at each counter.
- Each visitor and contractor to sign in on the COVID register and complete the 'COVID-19 Declaration (Contractors and Visitors)' on the iPad (in iAuditor). This must be completed for each Centre they visit.
- All personnel, contractors and visitors onsite MUST follow the guidelines and we reserve the right to refuse entry to anyone who we feel could compromise our safety.
- One person per four square metres of enclosed workspace or in shared areas.
- If any team member is feeling unwell or experiencing any symptoms, they must stay home and not present to work.
- If a team member starts to feel unwell while at work, contact your Operations Manager and the team member will be supported to safely return home immediately and get tested for coronavirus. They must stay home until they have been tested for coronavirus and a negative result has been returned. Please seek guidance from your Operations Manager if any team member refuses to go home while feeling unwell.
- Report any positive cases of coronavirus to your State Manager. They will then notify the relevant safety authorities at National Storage who will report to DHHS and Worksafe.
- Regularly clean your facilities, shared spaces, surfaces (including iPad after every use) and provide additional cleaning supplies. Complete the cleaning checklist to the best of your ability daily and evidence supported by iAuditor sign off.
- A letter of Authority (signed and approved by VIC State Manager) to be issued to all team members outlining that we are standing as an essential business and acts as an authority for the team member to travel to and from work.
- Undertake risk assessments for cleaning and the potential closure of the Centre in certain situations. Risk assessment, cleaning and disinfection of the site, notifying all persons who have been in contact, suitable quarantine plans and any other requirement will then be actioned immediately. DHHS and Worksafe will be notified prior to the site reopening.
- An updated copy of this COVID-19 Policy must be printed and placed at each counter at each Centre.
- Account for accurate rostering at each Centre ensuring current knowledge of employees located at Centres.

- Continue to practice all preventative controls (Social distancing, Masks to be worn at all times, hand sanitise and practice good hygiene).

### **Employee Obligations:**

- Know National Storage's COVID-19 Policy and understand what is required.
- All Centre staff to acknowledge responsibilities daily by completing the 'VIC Centre Employee COVID Checks Acknowledgment (Daily)' in iAuditor.
- If you need to travel to work, you must have a permit. A letter from your State Manager will be issued to you and must be kept with you at all times.
- Check that you are feeling well before starting your shift – you cannot work if you have symptoms of coronavirus. National Storage does not require you to work if you have symptoms.
- If you have symptoms of coronavirus, get tested and then stay home. You must stay home until you present a negative COVID result and are symptom free.
- Inform your Operations Manager if you get tested for coronavirus and keep them informed of your results.
- Keep your workplace safe through preventative controls, such as social distancing, wearing facemasks at all times, using hand sanitiser, regular cleaning (including iPad after every use) and practicing good hygiene.

For all matters relating to COVID-19 prevention of infection in the workplace, cleaning and disinfecting to reduce COVID-19:

<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/covid-safe-business/creating-a-covid-safe-workplace#yourcovidsafeplan>

To stay up to date with restriction levels:

<https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>