



VERSION 7.0: current 29 June 2020

STATE LIBRARY OF QUEENSLAND

## COVID-SAFE SITE PLAN

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# 1.0 Background

State Library of Queensland closed to the public on 23 March 2020 following State and Federal Government advice that libraries and other cultural institutions should close to the public in light of the COVID-19 pandemic.

In line with the Stage 1 guidelines outlined in the *Queensland Government Roadmap for easing Queensland's restrictions*, State Library opened the Infozone space on level 1 on 18 May 2020 to allow 10 people at a time access to the public access computers for 40 minutes each. In response to further easing of restrictions, announced by Premier Palaszczuk on 31 May 2020, limits in the Infozone were increased to 20 people on 3 June 2020.

Case numbers in Queensland and Australia are flattening, and the focus has moved from emergency management to recovery and re-opening.

On 8 May 2020 the Premier released *Queensland's Roadmap to a COVID-safe Recovery*, allowing a staged approach to increased travel, activities and gathering limits.

Subject to approval from Queensland Health, the Library Board of Queensland intends to re-open additional suitable locations within the State Library to provide study and other services from 22 June in line with Stage 2 of the roadmap. Additional capacities and spaces will be considered in line with Stage 3 of the Roadmap.

## 2.0 Objective

Our objective is to establish a process for reopening State Library buildings to normal business operating conditions and ensuring the safety and wellbeing of staff, volunteers, visitors and clients is enhanced and maintained in line with COVID-19 pandemic Queensland Government Health Guidelines and Directives. This process includes implementing stages of re-opening and developing additional safety protocols to support the recovery objectives and minimise the spread of COVID-19 infection.

This **State Library COVID-Safe Site Plan** (this document) establishes a process to safely reopen the State Library to the general public in accordance with government-issued directives, guidelines and resources. It is an adjunct to:

- the State Library Pandemic Management Plan, (refer **Appendix 7**)
- Work health and safety requirements legislated in the *Work Health and Safety Act 2011*.

State Library will operate in accordance with this **State Library COVID-Safe Site Plan** for the duration of the COVID-19 pandemic.

## 3.0 Plan

State Library will conduct business in accordance with the plan detailed in the following pages.

A **COVID-Safe Checklist** summarising State Library's obligations under the *Work Health and Safety Act 2011* to respond to COVID-19 is available at **Appendix 1**. This checklist is based on the Work Health and Safety risk management framework template as provided under [WorkCover Queensland guidance for Work health and safety during COVID-19](#).

### 3.1 Conducting business

*Queensland's Roadmap to a COVID-safe recovery* permits libraries, museums and galleries to reopen during Stage 2, effective 12 noon Monday 1 June 2020.

State Library plans to re-open additional spaces on level 1 at South Bank and Anzac Square from 10.00am, Monday 22 June 2020. This timing will coincide with the opening of spaces at the Queensland Art Gallery and Queensland Museum.

#### 3.1.1 Capacities and bookings

All public spaces at the State Library site have been analysed to determine the maximum number of clients permitted in each defined space, as defined by the [Movement and Gathering Direction](#) and [Restrictions on Businesses, Activities and Undertakings Direction](#).

During stage two, State Library will permit the lesser of one person per 4m<sup>2</sup> or 20 people per defined space. This will increase to one person per 4m<sup>2</sup> or 100 people per defined space in stage 3. Refer **Appendix 2: Capacities** for a summary of capacities by floor and space.

Client access will be via timed bookings. Clients will be required to book specific study locations for a specific session time, bookings will be via Library website. Trading hours will be reduced to 10.00am to 5.00pm 7 days per week.

Walk-up visitors will be permitted entry only if there are spaces available and after first registering as a State Library member and booking an available space at the registration desk.

Contact information (name, telephone number and email address) will be collected as part of the membership registration and bookings processes and managed in accordance with *Public Health Act 2005 (Qld) section 362B*.

No group bookings will be accepted during Stage 2.

All guided tours, school groups and event programming is suspended until further notice.

The Library Café will operate as separate food and beverage outlet from stage 3 and permit the lesser of one person per 4m<sup>2</sup> or 100 people per space or as defined by Stage 3.

Clients will be permitted to dine-in at the Library Café without visiting the Library proper.

Initially the Library Café will provide take away service only. However, once ready to manage seated dining, hospitality staff will collect contact information (name, address and telephone number) from dine-in customers. Contact information will be retained for 56 days, in accordance with *Public Health Act 2005 (Qld) section 362B* for contact tracing purposes.

No functions, programs and events will be held onsite during Stage 2 but will be assessed on a case-by-case basis from Stage 3. Those that proceed will be subject to a comprehensive risk assessment (refer **Appendix 5**) to ensure all COVID-19 safety measures are adhered to.

### **3.1.2 Hygiene and social distancing**

High-touch surfaces such as lift buttons, escalator handrails, furniture, amenities, parent's rooms, staff lunch areas will be cleaned in accordance with **Appendix 4: Cleaning Strategy**.

Cleaning contractors and facilities staff will maintain quantities of soap, paper towels (in toilets, kitchens and lunchrooms) and alcohol-based hand sanitiser.

Disinfectant wipes and spray will be made available for Library staff to regularly clean surfaces in back of house areas.

Alcohol-based hand sanitiser stations are installed across all spaces including entry points, near lifts, high touch entry/exit points and other common areas.

COVID-19 hand washing posters are displayed in all bathrooms to educate staff and visitors about the importance of preventing the spread of the virus.

Self-service water, cutlery and condiment stations will be removed from the Library Café and lunchrooms.

Designated entry and exit points will be established at each site. These points will be monitored by front of house staff to ensure occupancies are not exceeded.

Once inside the building(s) proper, one-way direction of foot traffic will be encouraged through signage, defined walkways and graphics. Signage and graphics will be posted to communicate appropriate social distancing measures to be maintained for use of lifts, bathrooms and carer's rooms. Visitors with individual needs will be given priority.

Signage (digital, printed and floor decals) will be installed across all areas, advising visitors of:

- Conditions of entry
- Queueing requirements
- Occupancy restrictions for defined spaces, lifts, bathrooms and carer's rooms
- Entry and exit instructions
- Need to adhere to social distancing

Where practical, bench seating will be replaced with single, socially distanced seats. Furniture – including that in the Library Café – will be placed 1.5m apart and also ensure good visibility of spaces. Signage encouraging social distancing (e.g. sit on every alternate seat) will be placed on fixed furniture.

Drinking fountains will be removed or signed to prohibit use.

### **3.1.3 Outbreak management (suspected or confirmed cases of COVID-19)**

State Library staff are required to report illness with flu-like symptoms to their People Leader as per State Library's normal absence reporting procedures. If a staff member is experiencing COVID-19 related symptoms, they are to contact State Library's Influenza Coordinator (Director People Projects

and Learning). This information is reported to Arts Queensland and the Public Service Commission daily.

Staff are required to stay home when sick and seek medical treatment and/or COVID-19 testing as necessary. Staff who have travelled overseas will be required to self-quarantine in accordance with [Self-quarantine for Persons Arriving in Queensland From Overseas Direction \(No. 3\)](#).

Visitors who are feeling ill are discouraged from visiting State Library public sites. Visitors displaying visible symptoms will be refused entry/asked to leave (refer **Section 3.2**). Visitors are notified of these considerations at the time of booking their session and as part of the condition of entry.

Outbreak management process and controls have been developed in accordance with Queensland Health guidelines and [Self-isolation for Diagnosed Cases of COVID-19 Direction \(No. 3\)](#) (refer **Appendix 6**) for the following scenarios:

- employee presents at work with COVID-19 symptoms
- employee has been in direct contact with person instructed to take a COVID-19 test
- employee has been in direct contact with person who has tested positive for COVID-19
- employee has tested positive for COVID-19
- client has tested positive for COVID-19

Where there is a confirmed or suspected case of COVID-19 in the workplace the State Library's contact person will be notified by Queensland Health.

Where there is a confirmed or suspected case of COVID-19 in the workplace the State Library's contact person will notify Workplace Health and Safety Queensland immediately.

State Library's contact for Outbreak Management and COVID related safety matters is Director, People Projects and Learning. Email: [peopleprojectsandlearning@slq.qld.gov.au](mailto:peopleprojectsandlearning@slq.qld.gov.au).

## **3.2 Conditions of Entry**

State Library's Responsible Conduct Policy has been updated to include COVID-19 Health and Safety Conditions as follows:

- Visitor numbers and entry to venues operated by State Library is based on the most current federal and state government guidelines.
- Hygiene and safety signage will be on display at all State Library venues.
- Visitors are advised when making space bookings or when entering venues that the collection and retention for a specified period of name, address and telephone number is a condition of entry.
- Visitors who are feeling unwell are asked not to attend State Library venues and those with visible symptoms will be refused entry. Visitors are advised of this at venue entrances and when making space bookings.
- Storage of personal belongings, including prams, backpacks and bags, is postponed until further notice. Visitors with individual needs are welcome to discuss requirements with our friendly visitor services team.
- High-touch areas may be closed. This includes drinking fountains, some interactive screens and hands-on activities.

- Use of lifts, bathrooms and parent rooms will be restricted to small numbers. Visitors with needs will be given priority.
- Government health directives, police or relevant authority directions supersede any State Library policies including these Conditions of Entry.
- Visitors who do not abide by the COVID-19 Health and Safety Conditions will be asked to leave the library.
- These Conditions of Entry, including COVID-19 Health and Safety Conditions, are displayed on our venue entrances and are available online at [www.slq.qld.gov.au](http://www.slq.qld.gov.au)
- We reserve the right to change our COVID-19 Health and Safety Conditions at any time

By entering State Library venues, visitors agree to the Responsible Conduct Policy and COVID-19 Health and Safety Conditions. Visitors will be required to acknowledge the Responsible Conduct Policy and COVID-19 Health and Safety Conditions when making space bookings. A shortened version of the COVID-19 Health and Safety Conditions will be displayed at each public entry point. A process outlining the requisite steps and escalation process to refuse service/entry to anyone displaying COVID-19 symptoms will be developed and disseminated to all front of house staff prior to re-opening.

### **3.2.1 Mandatory record keeping – customer contact details**

State Library operates both bookable and non-bookable spaces. In the case of bookable spaces, contact tracing customer details (including name, address and telephone number) are retained in State Library’s membership database and verified by front-of-house staff on entry. In the case of non-bookable spaces, contact tracing customer details (including name, address and telephone number) are gathered manually on entry and retained securely for the specified period of 56 days.

Records of any notifiable incident will be retained by State Library for a minimum of five years from the date of incident notification to the regulator.

### **3.2.2 Response to aggressive or violent behaviour**

The safety and security of State Library staff and clients is of primary concern. State Library’s Responsible Conduct Policy establishes standards of behaviour and how staff respond when these standards are breached. Any infringement of security, including violent or aggressive behaviour is instantly referred to Protective Services staff and/or the Queensland Police Service. Violent or aggressive behaviour will lead to removal from State Library for a period of time in addition to any legal repercussions. The [Responsible Conduct Policy](#) can be found at State Library’s website.

Staff may also refer to the internal policies and guidelines available on State Library’s intranet including the Workplace Bullying, Sexual Harassment and Violence Policy and Guidelines for Workers and Managers Workplace Bullying, Sexual Harassment & Violence.

## **3.3 Customer Complaints**

Customers can make a complaint about any aspect of the service or actions of State Library or its employees, including any aspect of this COVID Safe site plan. State Library’s [Customer Complaints Management Policy and Procedures](#) as well as additional complaints related information can be found at State Library’s website.

### 3.4 Customer interaction

Client entry will be subject to the Responsible Conduct Policy and COVID-19 Health and Safety Conditions described in **Section 3.2**.

Designated entry and exit points will be established at each site. These points will be monitored by staff to ensure occupancies are not exceeded.

Infozone entry for use of public access computers will be via queueing system and provide timed access of 40 minutes per session.

Client access to study spaces at The Edge (level 1) and The Business Studio during Stage 2 will be via timed bookings. Visitors will be required to pre-book online.

Interactive exhibits and equipment (headphones, craft equipment, interactive exhibits etc.) will be reviewed on a case-by-case basis using the risk assessment template.

State Library is delivering programs and events digitally and providing content online to engage audiences who are not able to attend the site. Similarly, our online services provide access to our many collections and services without the need to visit the site.

New procedures will be communicated via onsite signage, social media and dedicated stakeholder correspondence.

### 3.5 Completing service and payment

No cash sales will be accepted at the Library Shop, Library Café or service desks. Contactless payment has been implemented and signage displayed to communicate the 'no cash' policy.

Storage of personal belongings, including prams, backpacks and bags, will be paused until further notice. Visitors with individual needs will be encouraged to discuss requirements with our visitor services team.

Signage and graphics will be posted to communicate appropriate social distancing measures are maintained for use of lifts, bathrooms and carer's rooms. Visitors with individual needs will be given priority. All interactive exhibits and displays have been reviewed in accordance with a dedicated **COVID-19 Risk Assessment Template** (refer **Appendix 5**).

High-touch areas, interactive screens and hands-on activities and items identified as high risk within the State Library building have been postponed, closed, removed or replaced. The reopening of Anzac Square Memorial Galleries and other gallery spaces which rely on interactive touch will be the subject of risk assessment.

Remaining risks will be controlled by:

- Limiting visitor numbers to public sites/defined spaces (refer **Section 3.1.1**)
- Public display of hygiene, safety and social distancing safety signage (refer **Section 3.1.2**)
- Providing hand sanitiser
- Cleaning with appropriate sanitisers (refer **Appendix 4: Cleaning Strategy**) as recommended by Safe Work Australia guidelines.
- Installing protective screens at information desks, shop cashiers and café.



- Providing personal protective equipment as recommended by Safe Work Australia guidelines.

### 3.6 Communal facilities and spaces

Public spaces at each State Library site have been analysed to determine the maximum number of visitors in each defined space. Refer **Appendix 2: Capacities** for a summary of daily occupancies by site and stage.

Front of house staff will be rostered to monitor entry and exit to each site, as well as each defined space, to ensure that mandatory record keeping of customer contact details is maintained, occupancy restrictions are not exceeded, and visitors maintain social distancing.

For study sessions, visitors will be encouraged to book ahead for a specific session. Walk-up visitors will be permitted entry if there are spaces available, after registration for membership and booking.

Queueing systems instructing visitors to queue 1.5m apart will be developed at the entrance of each space. Queues will be managed by a staff member who will encourage social distancing, communicate available session times and provide general directions. Entrance queues will be designated from building exit points and other public egress areas via signage.

State Library has actively consulted with the following stakeholders and onsite neighbours in the preparation of this Plan:

- Arts Queensland, Department of Environment and Science
- Queensland Health
- Queensland Museum
- Queensland Art Gallery/Gallery of Modern Art
- Queensland Performing Arts Centre
- The Together Union

All contractors, delivery drivers and other visitors must report to a dedicated public entry point or loading dock at each site. Contact details will be collected using the Sine Pro system and retained for 56 days, in accordance with the *Public Health Act 2005 (Qld) section 362B*, for contact tracing purposes.

During stage 2, most collection access and loans are currently suspended (with the exception of Inter-Library Loan requests from libraries providing pick-up options). Returns of items currently on loan is allowed in the Infozone, with returned items subject to a period of quarantine. Wider access to collections will be introduced in Stage 3 following completion of Risk Assessment and associated procedures.

### 3.7 Managing egress and emergency evacuation

State Library site has a dedicated Emergency Evacuation Plan and Evacuation Procedures that comply with the *Work Health and Safety Act 2011*.

Emergency exits and evacuation points described in the Emergency Evacuation Plan and Evacuation Procedures are not impacted by this Plan.

Fire Wardens will encourage staff and visitors to maintain social distancing when exiting the building and mustering.

Incident management scenarios will be led by Arts Queensland in consultation with the Arts Statutory Bodies, Queensland Fire and Rescue Service, Queensland Police and the Executive Team (as necessary) to review egress, emergency evacuation and outbreak management response (refer **Section 3.1.3**) for COVID-19.

### 3.8 Staff practices

The return of staff to State Library work sites will be staged. Prioritising which staff will return during each stage, will be based on those who deliver services and are required to undertake other operational requirements on site.

During Stage 2 and 3 staff are continuing to telecommute in accordance with the State Library *Flexible Work Arrangements procedure*, applicable to staff who:

- can perform their duties at home in line with business requirements
- are in a higher risk category and are therefore considered as 'vulnerable' (for example, over the age of 70, or over the age of 65 with chronic medical conditions, or are significantly immunocompromised or taking immunosuppression therapy)

The State Library COVID-19 Hours of Work Arrangements policy continues to apply to all staff for the duration of the COVID-19 health pandemic.

**Agile Teams:** State Library staff have been allocated in two teams – Green or Blue. Each team rotates (currently week by week), working in alternate workspaces. This is one of many strategies applied to maximise our ability to meet social distancing guidelines.

Meetings and other non-essential face-to-face gatherings are scheduled using the Zoom and MS Teams platforms where practical.

Staff working onsite, in the workplace, will be required to:

- Sign-in and out of the site each day using the Sine terminal at the Welcome Desk.
- Maintain appropriate social distancing on public floors, workstations, meeting rooms, lunchrooms and toilets.
- Stay home when sick and seek medical treatment and/or COVID-19 testing as necessary. Stagger break times to comply with occupancy restrictions.
- Bring their own cutlery and plates or use single use disposable options

Personal protective equipment (PPE) including gloves will be made available for staff undertaking designated activities (refer **Appendix 8 – Personal Protective Equipment**).

Free, confidential counselling services are available for State Library staff, volunteers and their immediate family via Employee Assistance provider [Benestar](#).

State Library has appointed and trained a number of Peer Support People (PSPs) who are available as an initial contact for staff and People Leaders to discuss a situation and provide informal or informal resolution options. PSPs provide general advice on support and employment conditions available to staff, should they be experiencing domestic and family violence, or other personal and/or work-related issues; and they provide advice and information to staff on Benestar services.

Two (2) PSPs are trained Mental Health First Aid Officers.

A Covid-19 Planning Group has been formed and meets three times per week. Group membership includes the State Librarian & CEO and all Executives. Regular COVID-19 email updates are sent to staff following each meeting, as well as updates on a dedicated [State Library Staff Updates](#) webpage providing resources and summarising strategies in place across the Library in response to COVID-19. Additional communication to staff on COVID-19 related matters is included in a fortnightly staff newsletter and a monthly Staff Briefing (video).

Consultation has taken place with the Agency Consultative Committee (4 June 2020) at which a draft version of the COVID Safe Site Plan was considered and feedback provided. All feedback was reviewed and has been incorporated, as relevant, into this site plan.

All issues impacting staff have and will continue to be managed in consultation with the Together Union.

### 3.9 Training

Before returning to work onsite, in the workplace all:

- Food and beverage staff will complete the free online COVID safety training modules offered by TAFE Queensland
- Front of house staff will receive training in any new processes and procedures as required as well as the process for refusing service/entry to anyone displaying COVID-19 symptoms (refer **Section 3.2**)
- Training requirements will be identified and implemented during the risk assessment process at each stage as services are returned onsite.
- Social distancing requirements will be regularly reinforced to all staff and this supported by signage in back of house spaces as well as public spaces.
- Staff training will be recorded and maintained as part of the staff members training record in the State Library learning management system.

Additional COVID-19 information and requirements is communicated to contractors during the site induction process.

## 4.0 Legislation and directions

The State Library COVID-Safe Site Plan is based on [Industry COVID Safe Plan – Guidance for Industry](#) document issued by Queensland Government, and best practice guidelines published from time to time by contributing members of the Australian Library and Information Association

As a live, iterative document, the State Library of Queensland COVID-Safe Site Plan will be updated regularly in response to best practice advice, relevant legislation and directions including but not limited to:

1. [Information Privacy Act 2009 \(Qld\)](#)
2. Public Health Directions issued under section 362B of the [Public Health Act 2005 \(Qld\)](#) including:
  - a) [Movement and Gathering Direction](#)
  - b) [Restrictions on Businesses, Activities and Undertakings Direction](#)
  - c) [Trading Hours' Notice \(no. 2\)](#)
  - d) [Self-isolation for Diagnosed Cases of COVID-19 Direction \(No. 3\)](#)
  - e) [Self-quarantine for Persons Arriving in Queensland from Overseas Direction \(No. 3\)](#)
3. [Libraries Act 1988 \(QLD\)](#)
4. [Queensland's Roadmap to a COVID-safe Recovery](#)
5. [Safe Work Australia](#)
6. [Work Health and Safety Act 2011](#)
7. [Public Service Commission](#)

The State Library COVID-Safe Site Plan will be publicly available at [www.slq.qld.gov.au](http://www.slq.qld.gov.au).

## 5.0 Review and risk management

The State Library COVID-Safe Site Plan will be reviewed regularly for compliance with government directives with updates to be incorporated as required.

The WHS risk management processes will be reviewed to identify and manage any new or changed hazards that may have arisen as a result of this COVID Safe Site Plan or subsequent revisions to it.

Risks will be managed in accordance with mitigation strategies outlined in individual risk assessments.

State Library will implement the following review, control and reporting measures:

- Tailored communication to stakeholders (clients, members, partners etc) advising changes to conditions of entry, processes etc.
- Public updates on site-specific websites and social media.
- Completion of **Cleaning Strategies** as described in **Appendix 4**, including sign off by staff and people leader.
- Weekly all-staff email providing a situation report, current measures in place and new strategies to be implemented.
- Weekly review and completion of the **COVID-Safe Checklist (Appendix 1)**
- A report to each meeting of the Audit and Risk Management Committee (ARMC). There are six meetings per annum.

## 6.0 STATEMENT OF COMPLIANCE

<b>Business Name</b>	Library Board of Queensland including:  State Library of Queensland
<b>Date Completed</b>	
<b>Date of Review</b>	
<b>Authorising Representative</b>	Vicki McDonald  State Librarian and Chief Executive Officer  State Library of Queensland
<b>Signature</b>	
<b>Date</b>	

## **7.0 APPENDICIES**

## Appendix 1: COVID-Safe Checklist

This State Library of Queensland (State Library) COVID-Safe Checklist follows WorkCover Queensland guidance, is based on the Work Health and Safety risk management framework template ([see - WorkCover Queensland template; and WorkCover Queensland guidance for Work health and safety during COVID-19](#)) and describes how State Library workers and patrons will stay safe at work during the COVID-19 pandemic. This information will guide us toward knowing exactly what to do and expect. The COVID-19 pandemic is an evolving situation—and we will review our plan regularly and make changes as required.

### Business details

<b>Business Name:</b> State Library of Queensland	<b>Manager's approval:</b>	<b>Worker representative consultation:</b> Joan Bruce – Together Union delegate Jason Topp – Together Union delegate WHS Committee
<b>Date completed:</b> 2 June 2020		
<b>Date distributed:</b> TBC	<b>Manager's name:</b> Vicki McDonald AM, State Librarian and Chief Executive Officer	<b>Worker representative's name:</b> Eleanor Rogers, Together Union Organiser
<b>Revision date:</b> 12 June 2020 (TBC)		

### State Library Work sites;

- A. South Bank, South Brisbane – Main Building
- B. South Bank, South Brisbane – The Edge Building
- C. Anzac Square Memorial Galleries
- D. Cannon Hill
- E. Cairns



## 1. What checks and preparation have been done to ensure State Library can re-open?

STRATEGY	RESPONSIBLE	COMPLETE
1.1 Square meterage determined for all spaces (public and workspaces) with practicable application of 4 square meters or space per person rule applied Refer <b>Appendix 2: Capacities</b> .	<ul style="list-style-type: none"> <li>Facilities and Operations</li> </ul>	✓
1.2 Sanitising and hygiene procedures have been developed with cleaning contractor for the public and staff areas.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>Springmount Services</li> </ul>	✓
1.3 The condition of equipment and facilities across all State Library sites has been checked. All maintenance activities have continued as normal during the closure to the public.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> </ul>	✓
1.4 All of library communication clearly confirming worker responsibilities relating to Physical Distancing, Cleaning and Personal Hygiene requirements when returning onsite for work including the encouragement of using the COVID Safe app.	<ul style="list-style-type: none"> <li>Marketing and Communications</li> </ul>	✓
1.5 Visitor Services Staff will complete necessary training to carry out COVID-19 specific physical distance monitoring, sanitisation and additional cleaning tasks.	<ul style="list-style-type: none"> <li>Visitor and Information Services</li> <li>Facilities and Operations</li> </ul>	✓

## 2. How will State Library comply with social distancing requirements?

STRATEGY	RESPONSIBLE	COMPLETE
<p>2.1 Signage will be installed at all external State Library entrance points with placement of location specific signage within building where necessary (e.g. lifts, bathrooms, kitchen spaces and shared areas):</p> <ul style="list-style-type: none"> <li>• Good hygiene practices (hand washing, cough/sneeze etiquette, tissue disposal)</li> <li>• Social distancing (1.5m and 4m2 per person)</li> <li>• Occupancy restrictions for defined spaces (e.g. lifts, bathrooms, lunchrooms, meeting spaces)</li> <li>• Entry and exit instructions for traffic flow</li> <li>• What to do for a suspected COVID-19 Case at work (First Aid and Quarantine)</li> <li>• Queue requirements (floor markings to identify 1.5 metres distance between people)</li> <li>• Protective barriers for staff and public at service counters (e.g. Sneeze guards)</li> </ul>	<ul style="list-style-type: none"> <li>• WHS Advisor</li> <li>• Marketing and Communications</li> <li>• Facilities and Operations</li> <li>• Visitor and Information Services</li> </ul>	✓
<p>2.2 Designated entry and exit points to increase distance between visitors and enable Visitor Services staff to monitor visitor numbers.</p>	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> <li>• Visitor and Information Services</li> </ul>	✓
<p>2.3 Staff will be rostered to monitor entry and exit to defined spaces to ensure capacity restrictions are not exceeded and visitors are maintaining social distancing.</p>	<ul style="list-style-type: none"> <li>• Visitor and Information Services</li> </ul>	✓
<p>2.4 One-way direction of foot traffic implemented where practical through defined visitor and workplace corridors (e.g. Retail and F&amp;B spaces).</p>	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> <li>• Commercial Services</li> </ul>	✓

	<ul style="list-style-type: none"> <li>Marketing and Communications</li> </ul>	
2.5 Limiting occupancy for defined spaces (lifts, bathrooms, kitchens, carers room, auditoriums). Closure of alternating cubicles, urinals and wash basins in amenities.	<ul style="list-style-type: none"> <li>WHS Advisor</li> <li>Commercial Services</li> </ul>	✓
2.6 Bench seating replaced with single, socially distanced seats where practical. Portable chairs reduced in public and staff areas and stored safely. Signage encouraging social distancing placed on fixed furniture.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>Commercial Services</li> <li>Visitor and Information Services</li> </ul>	✓

### 3. What extra measures is State Library implementing to keep clients safe?

STRATEGY	RESPONSIBLE	COMPLETE
3.1 Client contact details will be gathered via membership when booking a study space. Clients using PCs in the Infozone must provide their contact details prior to admission to the Infozone. All personal information, including: contact information (name, address and telephone number) is retained in accordance with the <i>Public Health Act 2005 (Qld) section 362B</i> . Clients booking spaces and using PCs will be advised that this information may be used for contact tracing purposes.	<ul style="list-style-type: none"> <li>Visitor and Information Services</li> </ul>	✓
3.2 SINE digital sign-in system for contractors and visitors will be mandatory across all sites. Staff will continue to use SINE until returning to work restrictions are relaxed at South Bank only.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>Protective Services</li> </ul>	✓

3.3 Functions, programs and events assessed on a case-by-case basis. Those that proceed will be subject to a comprehensive risk assessment (refer <b>Appendix 5: COVID-19 Risk Assessment Template</b> ) to ensure all COVID-19 safety measures are adhered to.	<ul style="list-style-type: none"> <li>• People Leader Responsible</li> <li>• WHS Advisor</li> </ul>	✓
3.4 Online activities (Library@Home) developed and promoted to complement onsite activities and engage those unable to visit.	<ul style="list-style-type: none"> <li>• People Leader Responsible</li> <li>• Marketing and Communications</li> </ul>	✓
3.5. Sanitisation stations setup in the public and staff spaces, especially for high touch point areas such as lifts.	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> </ul>	✓
3.6. Increase cleaning regime for all public areas and amenities. Additional sanitisation and cleaning to be completed by Springmount Services during the closure.	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> <li>• Springmount Services</li> <li>• Visitor and Information Services</li> </ul>	✓
3.7 Book and print material quarantine process to reduce cross-contamination process.	<ul style="list-style-type: none"> <li>• Access Services</li> </ul>	✓
3.8 Conditions of Entry developed and displayed advising visitors that have COVID-19 symptoms (or other illness) should not enter. State Library Visitor Services staff will be trained in the right to refuse service and insist anyone with these symptoms leaves the premises immediately.	<ul style="list-style-type: none"> <li>• People Leader Responsible</li> <li>• Visitor and Information Services</li> </ul>	✓
3.9 Installation of protective barriers at service counters.	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> </ul>	In progress

3.10 Public communication updates on State Library website and social media platforms.	<ul style="list-style-type: none"> <li>Marketing and Communications</li> </ul>	✓
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#### 4. What measures has State Library implemented to keep staff safe?

STRATEGY	RESPONSIBLE	COMPLETE
4.1 Physical distancing guidelines (1.5m distance, 4m <sup>2</sup> per person) will be applied to staff offices, open plan work areas, meeting rooms, amenities and lunch/break room facilities as more staff enter the workplace. Staff unable to maintain above clearance must limit the time they spend in the same enclosed space with someone to less than one hour.	<ul style="list-style-type: none"> <li>People Leader Responsible</li> </ul>	✓
4.2 Where possible, work areas are spread across a larger footprint to maximise distances and to minimise accidental contact.	<ul style="list-style-type: none"> <li>People Leader Responsible</li> </ul>	✓
4.3 A segregated roster (blue / green) with staggered start / finish and break times.	<ul style="list-style-type: none"> <li>People Leader Responsible</li> </ul>	✓
4.4 Where possible, non-essential staff will continue to work from home.	<ul style="list-style-type: none"> <li>People Leader Responsible</li> </ul>	✓
4.5 Staff identified as vulnerable will continue to work from home. Doctor sign off is required before return to work.	<ul style="list-style-type: none"> <li>People Projects and Learning</li> <li>People Leader</li> </ul>	✓
4.6. Increase cleaning regime for all staff areas and amenities. Additional sanitisation and cleaning to be completed by Springmount Services during the closure.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>Springmount Services</li> </ul>	✓

4.7 Meetings and other non-essential face-to-face gatherings are to be scheduled using online platforms where practical.	<ul style="list-style-type: none"> <li>• All workers</li> </ul>	✓
4.7 Encourage staff to participate in online webinars rather than face-to-face for training, conferences and seminars.	<ul style="list-style-type: none"> <li>• All workers</li> </ul>	✓
4.8 Cloaking facilities postponed.	<ul style="list-style-type: none"> <li>• Visitor and Information Services</li> </ul>	✓
4.9 Cleaning materials made available to sanitise/disinfect surfaces, tools and equipment after use.	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> </ul>	✓
4.10 Personal protective equipment (PPE) including gloves will be made available, for Visitor Services staff with necessary hygiene training provided for sanitising library equipment as required (e.g. sanitise before and after glove application)	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> <li>• Visitor and Information Services</li> </ul>	In progress
4.11 Provide the influenza vaccination program for all staff in 2020.	<ul style="list-style-type: none"> <li>• People Projects and Learning</li> </ul>	✓
4.12 Staff advised to use back-of-house toilets and not public amenities.	<ul style="list-style-type: none"> <li>• All workers</li> </ul>	
4.13 Workers requested to adhere to physical distancing and hygiene practices while using end of trip facilities and stagger start/end times. Signage to be provided on social distancing and hygiene.	<ul style="list-style-type: none"> <li>• All workers</li> <li>• Facilities and Operations</li> </ul>	✓
4.14 Workers encouraged to utilise stair access wherever possible and to limit use of lifts.	<ul style="list-style-type: none"> <li>• All workers</li> </ul>	✓

4.15 Internal doors remain open, as far as practicable, to reduce touch points while preserving collection security, environmental conditions and building security.	<ul style="list-style-type: none"> <li>All workers</li> </ul>	✓
4.16 COVID Safe App promoted to all State Library workers in SL&CEO communication.	<ul style="list-style-type: none"> <li>Marketing and Communications</li> </ul>	✓
4.17 Staff encouraged to bring their own cutlery and plates or use single use disposable options. No items to be left on kitchen sinks and handwashing crockery immediately.	<ul style="list-style-type: none"> <li>All workers</li> </ul>	✓
4.18 Staff encouraged to have lunch outside or an alternative location to lunchrooms, to maintain social distancing.	<ul style="list-style-type: none"> <li>All workers</li> </ul>	✓
4.19 Clearly defined and communicated responsibilities for all workers regarding physical distancing, hygiene and additional cleaning requirements.	<ul style="list-style-type: none"> <li>WHS Advisor</li> <li>Marketing and Communications</li> </ul>	✓
4.20 Capacity signage to be displayed on each door for meeting rooms, offices and lunchrooms.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> </ul>	✓
4.21 Installation of protective barriers at service counters.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> </ul>	In progress
4.22 Illness reporting to people leader and ensuring COVID testing is reported to People, Projects and Learning. Government guidelines will be followed to investigate COVID related infections and tracing. Work site will be specifically sanitised for suspected COVID cases.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>People Projects and Learning</li> </ul>	✓
4.23 First aid procedures to be updated in terms of COVID exposure to first aid officers treating public and staff including PPE guidelines and the engagement of the Emergency Services Officer.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>Visitor and Information Services</li> </ul>	✓

4.24 Emergency procedures to be updated in relation to reduced wardens onsite. Staff have all completed online emergency training annually and maybe required to adopt the role of a warden with support from the Emergency Services Officer and Protective Services.	<ul style="list-style-type: none"> <li>All workers</li> </ul>	✓
4.25 All business-related travel postponed until further notice.	<ul style="list-style-type: none"> <li>Executive Team</li> </ul>	✓
4.26 Consultation with external and internal stakeholders on COVID-19 response measures and government directives. (e.g. Together Union, Queensland Writers Centre)	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>People, Projects and Learning</li> </ul>	✓
4.27 Three COVID 'All Staff' communication updates each week detailing new measures, developments and business guidelines in response to staff safety and wellbeing.	<ul style="list-style-type: none"> <li>COVID Planning Group</li> </ul>	✓
4.27 Psychological support available for workers: <ul style="list-style-type: none"> <li>Mental Health First Aid Officers</li> <li>Peer Support People (Contact Officers)</li> <li>Employee Assistance Provider (Benestar)</li> </ul>	<ul style="list-style-type: none"> <li>People Projects and Learning</li> </ul>	✓

## 5. How is State Library complying with hygiene and cleaning requirements?

STRATEGY	RESPONSIBLE	COMPLETE
5.1 Alcohol-based hand sanitiser stations installed across all State Library locations including entry points, near lifts/escalators and other common areas.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> </ul>	✓



5.2 COVID-19 information, hygiene and hand washing posters displayed in all bathrooms to educate staff and visitors about the importance of preventing the spread of the virus.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> </ul>	✓
5.3 Hygiene and cleaning responsibilities of workers and clients communicated and followed: <ul style="list-style-type: none"> <li>Sanitise hands before entering the Library</li> <li>Sanitise hands when signing in and use own pen where possible. Common pens to be sanitised with anti-bacterial wipes before use.</li> <li>Avoid touching eyes and face</li> <li>Wash hands frequently with soap and water for at least 20 seconds</li> <li>Use disinfectant wipes / spray to ensure surfaces are cleaned regularly</li> <li>Wherever possible, do not share equipment, pens or pencils</li> <li>Dispose of all waste in the correct bins</li> </ul>	<ul style="list-style-type: none"> <li>All Workers</li> </ul>	✓
5.4 Where equipment must be shared between workers (e.g. scissor lift) – wipe down all surfaces with disinfectant after each use and wash / sanitise hands. This will be assessed on a case-by-case basis and documented in the risk assessment for an activity.	<ul style="list-style-type: none"> <li>All workers</li> <li>People Leader Responsible</li> </ul>	✓
5.5 Visitor Services staff to sanitise library equipment to support Springmount Services as required.	<ul style="list-style-type: none"> <li>Visitor and Information Services</li> <li>Springmount Services</li> </ul>	
5.6 Drinking fountains turned off and signage installed prohibiting use.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> </ul>	
5.7 Self-service water, cutlery and condiment stations removed from Library Café.	<ul style="list-style-type: none"> <li>Cafe Operator</li> </ul>	✓

5.8 Library café furniture placed 1.5m apart and sanitised between customers.	<ul style="list-style-type: none"> <li>• Café Operator</li> </ul>	✓
5.9 No cash sales will be accepted at Library Shop or Library Cafe. Contactless payment has been implemented and signage displayed to communicate the 'no cash' policy.	<ul style="list-style-type: none"> <li>• Café Operator</li> <li>• Commercial Services</li> </ul>	✓
5.10 No personal menus available at Library Café. Menu choices displayed on large format chalk boards/signage.	<ul style="list-style-type: none"> <li>• Café Operator</li> </ul>	✓
5.11 Increased frequency of sanitisation of high touch surfaces such as lift buttons, handrails, furniture, amenities, carers room, staff lunch areas. Refer <b>Appendix 4: Cleaning Strategy</b>	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> </ul>	✓
5.12 Increased frequency of scheduled cleaning of shared amenities (lunchrooms, offices, toilets) by Springmount Services.	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> <li>• Springmount Services</li> </ul>	✓
5.13 Springmount Services will maintain quantities of hand soap for common areas (in toilets, kitchens and lunchrooms) and paper towels in areas where provided. Facilities and Operations to maintain alcohol-based hand sanitiser.	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> <li>• Springmount Services</li> </ul>	✓
5.14 Disinfectant wipes and spray available for State Library staff to regularly clean surfaces in back-of-house areas.	<ul style="list-style-type: none"> <li>• Facilities and Operations</li> </ul>	✓

## 6. How is State Library managing deliveries, contractors and visitors attending the workplace?

STRATEGY	RESPONSIBLE	COMPLETE
6.1 At South Bank all contractors, delivery drivers and other visitors must report to dedicated public entry point or loading dock at each site. Contact details will be collected using SINE system and the dock logbook.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>Protective Services</li> </ul>	✓
6.2 Contact free delivery wherever possible. Deliveries placed in designated drop-off points in loading dock.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> </ul>	✓
6.3 Additional COVID-19 information and requirements communicated to contractors during the induction process.	<ul style="list-style-type: none"> <li>Facilities and Operations</li> <li>Protective Services</li> </ul>	✓
6.4 Non-essential external visits to take place through digital platforms.	<ul style="list-style-type: none"> <li>All workers</li> </ul>	✓

## 7. How is State Library reviewing and monitoring work health and safety compliance?

STRATEGY	RESPONSIBLE	COMPLETE
7.1 Individual activity-level risk assessments developed for staff working across State Library, these include COVID-19 specific risk mitigation strategies. Refer <b>Appendix 5: COVID-19 Risk Assessment Template</b> .	<ul style="list-style-type: none"> <li>People Leader Responsible</li> </ul>	✓
7.2 Queensland Health oversight – Initial COVID-Safe Site Plan lodged with Queensland Health for approval.	<ul style="list-style-type: none"> <li>Executive Team</li> </ul>	✓
7.3 All COVID-19 related documentation stored on file (815/375/039)	<ul style="list-style-type: none"> <li>All workers</li> </ul>	✓

7.4 <b>COVID-19 Planning Group</b> – SL&CEO Chairs a meeting three times a week to plan and respond to COVID-19 related impact to State Library business. The membership of this group includes the Executive Team, Director, People, Projects and Learning, WHS Officer and Chair COVID-19 Recovery Group.	• SL&CEO	✓
7.5 <b>COVID-19 Recovery Group</b> – Manager, Commercial Services Chairs group to plan and implement the Library's response to the Government's Recovery Plan.	• Manager, Commercial Services	✓
7.6 Increased reporting – staff advised to report any illness, especially flu-like symptoms. Monitor staff wellbeing and sick leave applications.	• People Leaders Responsible	✓
7.7 Reports provided to Arts Queensland and the Public Service Commission daily on any staff off work with flu like symptoms or being tested for COVID-19.	• People, Projects and Learning	✓
7.8 Whole of library COVID-safe plan reviewed monthly or in line with Government directives for the <i>Roadmap to Easing Queensland's Restrictions</i> .	• Manager, Commercial Services	
7.9 State Library Pandemic Management Plan developed and COVID-19 included in the State Library Risk Register.	• Executive Team	✓
7.10 State Library Protocols outlining measures to be implemented if a staff member/member of the public tests positive for COVID-19 as lead by Art Queensland Operations and Services in a desktop scenario.	• Facilities and Operations	Desktop scenario scheduled for 15 June 2020

## Appendix 2: Capacities and Site Maps

State Library operates premises at four locations in Queensland;

1. South Bank, Brisbane - is the main building and provides the library's main public access and staff facilities.
2. Anzac Square Memorial Galleries, Brisbane - is a public access exhibition space at Anzac Square with minimal staff only spaces.
3. Cannon Hill – is a staff access only space of approximately 2,500m<sup>2</sup> and provides collection storage, dispatch area and a small office space with maximum staff numbers of 15 at any given time. No public access at this site.
4. Cairns – is a staff access only of approximately 250m<sup>2</sup> space providing office/admin space for up to 8 staff. No public access at this site.

### Front of House (public access) spaces and venues:

The following tables provide a detailed breakdown of occupiable areas and capacities of each front of house space based on current social distancing guidelines. Initially for Stage 2, State Library will open spaces based on the lesser of one person per 4m<sup>2</sup> or 20 people per defined space. We will review effectiveness of processes based on these capacities before moving to higher approved capacities.

South Bank - Level 1 - Front of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Reception	72	8	Closed
Knowledge Walk (Main atrium space)	360	90	90
Library Shop	88	10	10
Library Café (inside)	75	16	16
Library Café (outside)	169	30	30
Infozone	924	77	77
The Corner	78	15	Closed
kuril dhagun	312	26	Closed
Loris Williams Room	42	8	Closed
Talking Circle (Fire pit)	42	10	Closed
Talking Circle (Deck area)	115	15	Closed
Business Studio	180	20	20

Meeting Room 1A	36	9	Closed
Meeting Room 1B	74	16	Closed
Training Room	96	12	Closed
River Decks - Main Deck	76	20	Closed
River Decks - Small Deck & Boardwalk	91	23	Closed
The Parlour	110	25	Closed
The Parlour Terrace	110	27	Closed
Maiwar Green	500	125	outdoor

South Bank - Level 2 - Front of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Public Access Computers	144.5	12	Closed
Stacks South	160	13	Closed
Stacks West	130	10	Closed
Stacks Centre	150	12	Closed
Stacks East	140	11	Closed
Reading Lounge North East	135	10	Closed
Reading Lounge Centre	28	2	Closed
Print/Copy	45	3	Closed
Poinciana Lounge	180	30	Closed
Red Box	50	12	Closed
slq Gallery (Main space)	294	50	Closed
slq Gallery (Entry space)	42	5	Closed

Auditorium 1	252	44	Closed
Auditorium 2	96	18	Closed
Queensland Terrace	318	80	Closed
Meeting Room 2A	18	4	Closed
Meeting Room 2B	18	4	Closed
Meeting Room 2C	18	4	Closed
Meeting Room 2D	27	6	Closed
Asia Pacific Design Library	234	20	Closed
Public Meeting Rooms Foyer	66	5	Closed
Film viewing room	11.4	2	Closed
QWC Workshop area	77	20	Closed

South Bank - Level 3 - Front of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Original Microform and Stacks Area	255	20	Closed
Print/Copy	45	3	Closed
Computer/Study/Microfilm Area	345	30	Closed
Reading/Study Area South	150	12	Closed
Reading/Study Area North	78	6	Closed
Music Practice Room	11.4	2	Closed
Tim Fairfax Reading Room	78	6	Closed
The Platform	45.5	10	Closed

Meeting Room 3A	18	4	Closed
Meeting Room 3B	18	4	Closed
Meeting Room 3C	18	4	Closed
Meeting Room 3D	18	4	Closed
Meeting Room 3E	14.4	4	Closed

### South Bank - Level 4 - Front of House

Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Heritage Collections Learning Room	70	18	Closed
Treasures Wall	105	25	Closed
Phillip Bacon Heritage Gallery	120	20	Closed
Australian Library of Art	54	10	Closed
White Gloves Room	110	27	Closed
John Oxley Library Quiet Study Area	350	40	Closed
John Oxley Library Reference Area (excl. stacks)	120	12	Closed
Meeting Room 4A	24	6	Closed
Meeting Room 4B	12	3	Closed
Meeting Room 4C	12	3	Closed
Meeting Room 4D	24	6	Closed
Study Nooks	3	1	Closed



South Bank - Level 5 Front of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
slq Boardroom	140	12	Closed to public (12 Staff only)

South Bank - The Edge Front of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
River Lounge	225	18	10
The Edge Auditorium	300	75	Closed
Green Room	18	4	Closed
Window Bay 1	12	3	3
Window Bay 2	12	3	3
Window Bay 3	12	3	3
Window Bay 4	12	3	3
Window Bay 5	12	3	3
Window Bay 6	12	3	3
Window Bay 7	12	3	3
Window Bay 8	12	3	3
Window Bay 9	12	3	3
DML	110	TBA	Closed
Innovation Lab	110	25	Closed

Recording Studio	24	2	Closed
Café - Staff Area	16.25	1	Closed
Reception	10	2	2
Mezzanine	78	8	Closed
Clean Lab	225	18	Closed
Clean Lab Staff Area	17.4	4	Closed
Clean Lab Kitchen	25	6	Closed
3D Print and Cast	24.36	2	Closed
Clean Lab Store	28.05	2	Closed
Brisbane Tool Library Reception	20.25	2	Closed
Brisbane Tool Library small storage	16.24	1	Closed
Brisbane Tool Library large storage	28.8	2	Closed
Machine Lab	225	18	Closed
CNC	36	3	Closed
Timber Store	24.08	2	Closed
Wet Lab	43.75m2	3	Closed
River Plaza	360m2	TBA	Closed
Lift	4.8m2	1	Closed

Anzac Square Memorial Galleries - Front of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Post WWII - Memorial Gallery	120	30	30
Toilets access corridor	18	4	1
Toilets	2.7	1	1
WWII - Memorial Gallery	85.5	21	21
WWI - Memorial Crypt	87	21	21

### Back of House (staff access) spaces:

Staff will be gradually returned to back of house spaces in accordance with Queensland Government Directives and as outlined in Section 4 of the COVID Safe Checklist at Appendix 1 of this plan.

The following tables provide a detailed breakdown of occupiable areas and capacities of each **back of house or staff access only space** based on current social distancing guidelines.

#### South Bank Buildings

South Bank - Level 2 - Back of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
QWC Offices	204	17	
QWC Meeting Room	11.5	2	
QWC Study Room	7.6	1	
Level 2 Staff kitchen	36	9	

South Bank - Level 3 - Back of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Retrieval/Dispatch Area	84	7	
Community Connections Office	283.5	24	
Community Connections Meeting Room	27	6	
Staff Area Centre	216	18	
Staff Area East	90	8	
Staff Area West	90	8	
Level 3 Staff Kitchen	36	9	

South Bank - Level 4 - Back of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Queensland Memory Meeting Space	72	18	
Fellowship Lounge	72	6	
Queensland Memory Staff Area East	160	13	
Queensland Memory Staff Area West	156	13	
Meeting Room 4F	18	4	
Queensland Memory Sorting Space	100	8	
Queensland Memory Processing Space	29.25	2	
Queensland Memory Storeroom	54	4	
Level 4 Staff Kitchen	24	6	
Volunteers Lounge	30	7	
Commercial Services Office	84	7	
Level 4 Repository	1218	TBA	

South Bank - Level 5 - Back of House			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
State Librarian's Office	24	4	
Executive Kitchen	9	1	
Reception Office	12	3	
Reception Foyer and Desk Area	32	3	
Executive Offices	18	2	
Executive Assistants Office Area	35	3	

Staff area behind EA Office	11.25	2
Foundation Office	10.8	2
PPL Staff Area	21.6	2
Meeting Room 5C	10.8	2
Level 5 Staff Kitchenette South	9	2
Meeting Space South	30	6
FFA Staff Area	70	6
Staff Area East	224	18
Staff Area Corridor	96	8
Conservation, Preservation, Digital Imaging	680	TBA
Meeting Space North	30	6
Level 5 Staff Kitchenette North	9	2
Web Services Staff Area	135	11
Meeting Room 5A	9	2
Meeting Room 5B	9	2
ICTS Work Room	24.75	2
Meeting Room 5A	18	2
Carer's Room	18	2
ICTS Staff Area	108	9
ICTS Director/Admin Area	42	3
Level 5 Staff Kitchen and Lounge	84	9
Level 5 Repository	1218	TBA

## Other Locations

Anzac Square Memorial Galleries - Back of House Spaces			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Cleaners Storage North	2	1	1
Staff kitchen	3	1	1
Electrical/MSB Room	3	1	1
Storage North	10	2	1
Staff area North/Printer/Tables	18.4	4	1
Storage 1	8.75	2	1
Storage 2	18.4	4	1

Cannon Hill - Back of House Spaces			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Staff area	71.25	17	5
Staff waiting area	19.25	4	2
Reformatting staff area	54	13	3
Reformatting Lab 1	17.5	4	1
Reformatting Lab 2	8.75	2	1
Reformatting Storage	8.75	2	1
Dark Room 1	8	2	1
Dark Room 2	14	3	1
Server room	7.5	1	1
Dispatch area	600	150	2

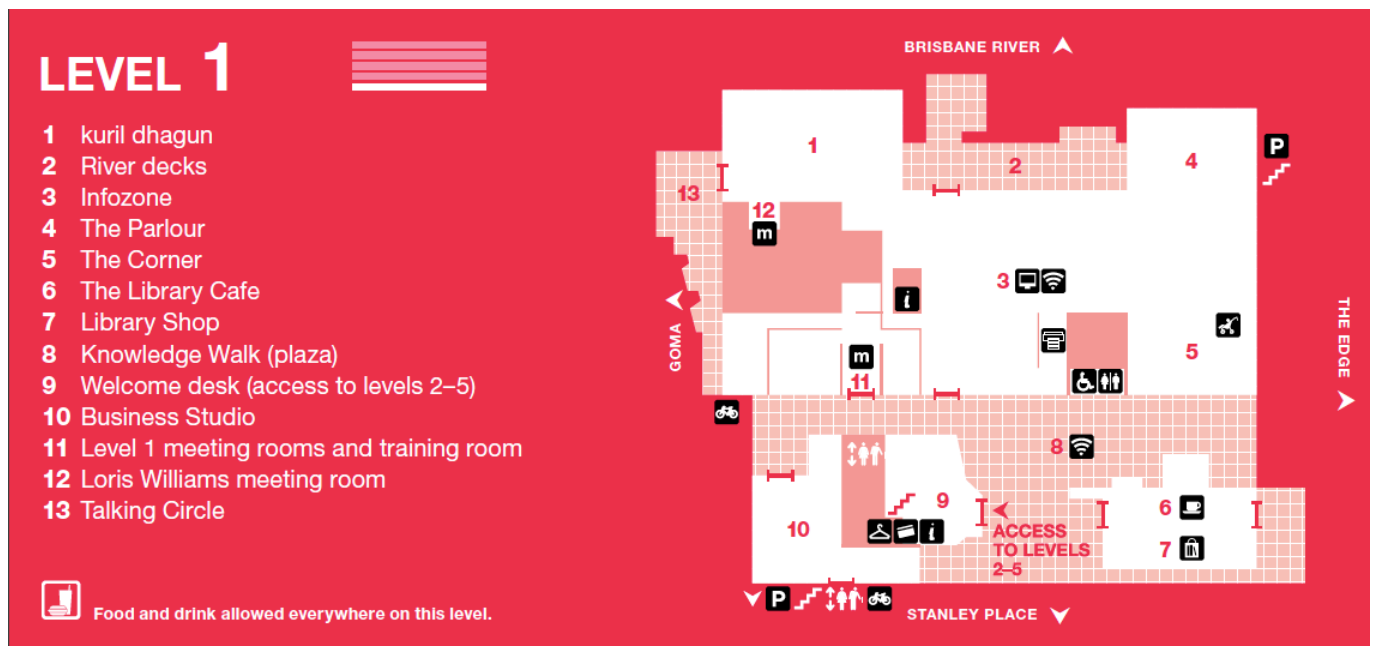
Dispatch staff area	19.25	4	2
Compactus 1	137.5	34	1
Compactus 2	250	62	1
Meeting Area 1 (Lounge chairs)	41.25	10	5
Meeting Area 2 (Meeting table)	6.48	1	6
LOTE	296	74	2
LOTE Compactus	137.5	34	1
Staff kitchen	31.5	7	5
Staff outdoor area	76.5	19	8
Staff amenities	6	1	3

Cairns - Back of House Spaces			
Venue/Space	Occupiable area m <sup>2</sup>	Capacity (4m <sup>2</sup> /person)	Capacity Stage 2
Staff office area	28	6	Closed
Conference room	24	6	Closed
Kitchen/Staff room	4	1	Closed
Compactus/storeroom	4.6	1	Closed



## Site Maps

### South Bank



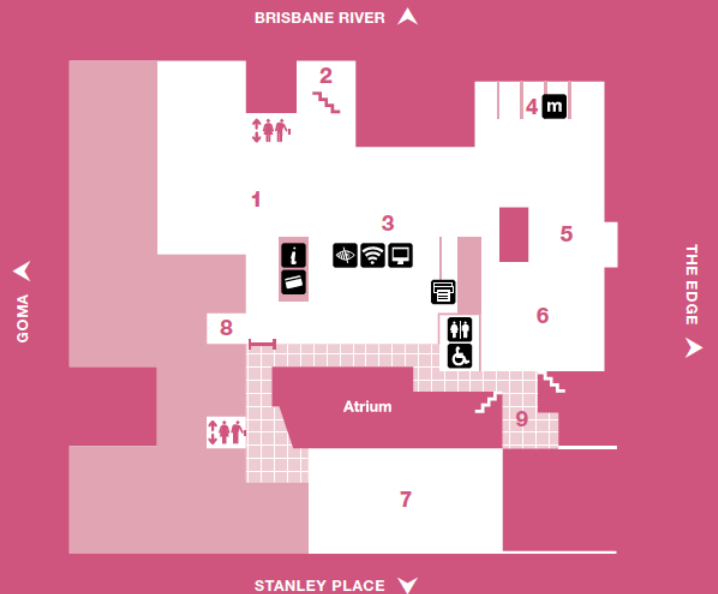
## LEVEL 3



- 1 Information collections
- 2 Red Box
- 3 Music collection
- 4 Level 3 meeting rooms
- 5 Tim Fairfax Newspaper Reading Room
- 6 Family history / Micrographics
- 7 SLQ Auditorium 1 upper level (entrance via level 2)
- 8 Piano practice room
- 9 Knowledge Walk (plaza)



Food and drink allowed in the Knowledge Walk. Only bottled water allowed elsewhere.



## LEVEL 4



- 1 John Oxley Library Reading Room
- 2 John Oxley Library Heritage Collections
- 3 Queensland Business Leaders Hall of Fame
- 4 Talbot Family Treasures Wall
- 5 Level 4 meeting rooms
- 6 White Gloves Room
- 7 Australian Library of Art Showcase
- 8 Philip Bacon Heritage Gallery
- 9 Heritage Collections Learning Room
- 10 *Black Opium* rooms
- 11 Knowledge Walk (plaza)

Food and drink allowed in the Knowledge Walk and the *Black Opium* rooms. Only bottled water allowed in the John Oxley Library Reading Room quiet study area and level 4 meeting rooms. No food or drink allowed elsewhere on this level. Please cloak your bags before entering the John Oxley Library Heritage Collections. You can only bring pencils, paper, laptops and mobile devices (on silent) into this space.

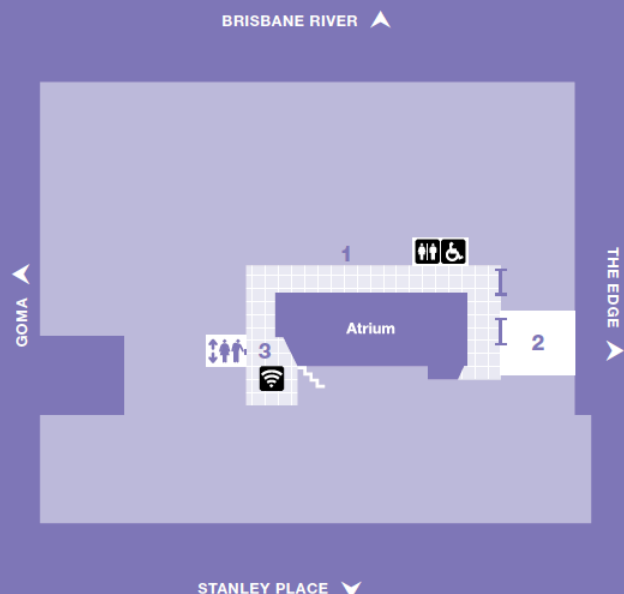


## LEVEL 5

- 1 Preservation wall
- 2 SLQ Boardroom
- 3 Knowledge Walk (plaza)

### Map key symbols

	Information desk		Meeting rooms		Print / copy
	Join here		Toilets		Pram parking
	Cloakroom		Disabled toilets		Bike racks
	Wifi		Cafe		Parking
	Computers		Shop		Accessible equipment



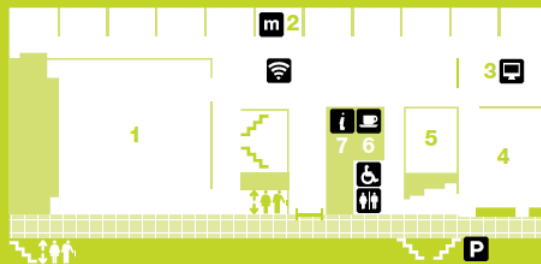
## THE Edge

- 1 The Edge Auditorium
- 2 Window bays
- 3 Digital Media Lab
- 4 Innovation Lab
- 5 Recording Studio
- 6 Coffee Stop
- 7 Reception
- 8 Fabrication Lab
- 9 Mezzanine

### LEVEL 2



### LEVEL 1



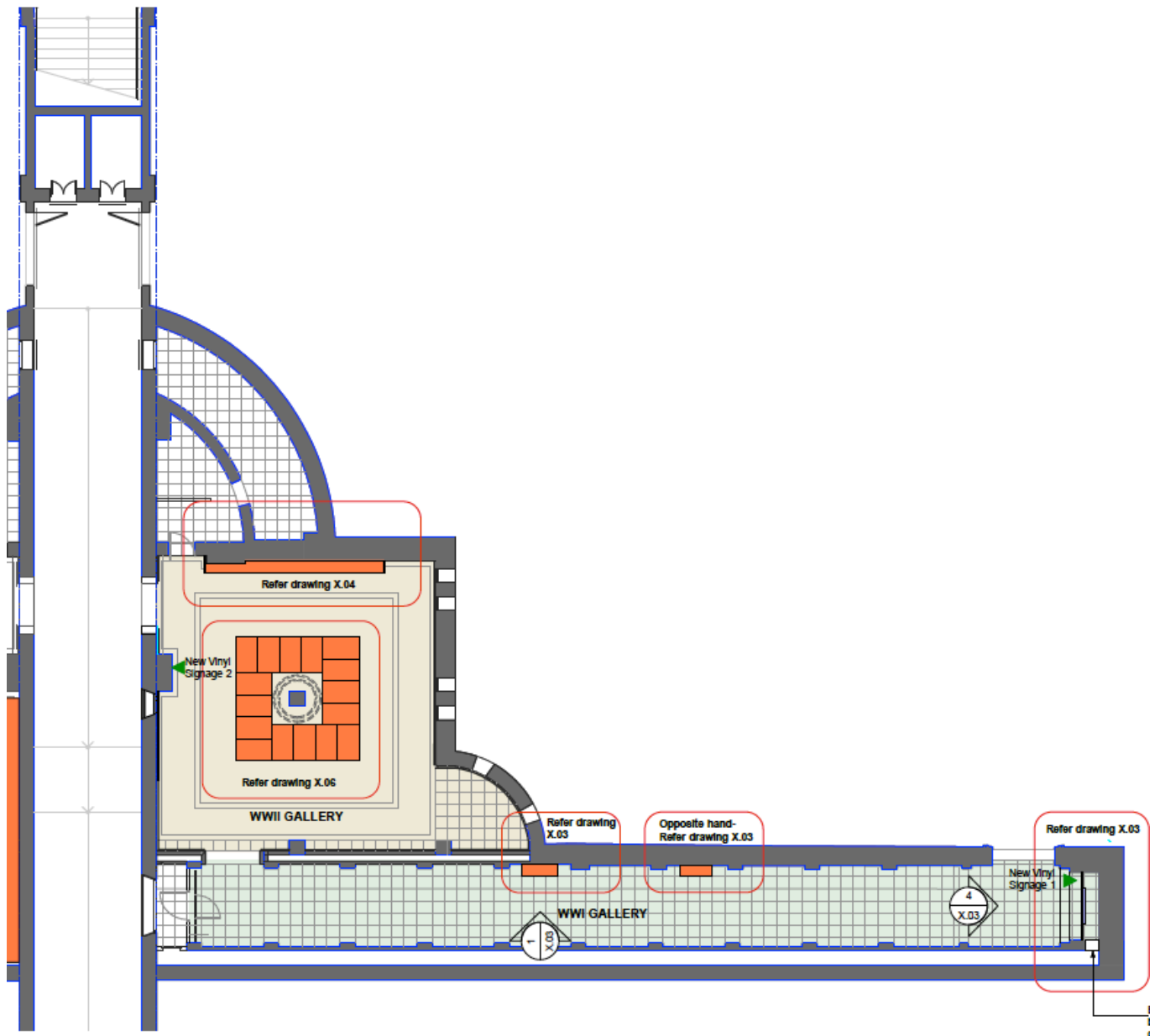
### LEVEL 0



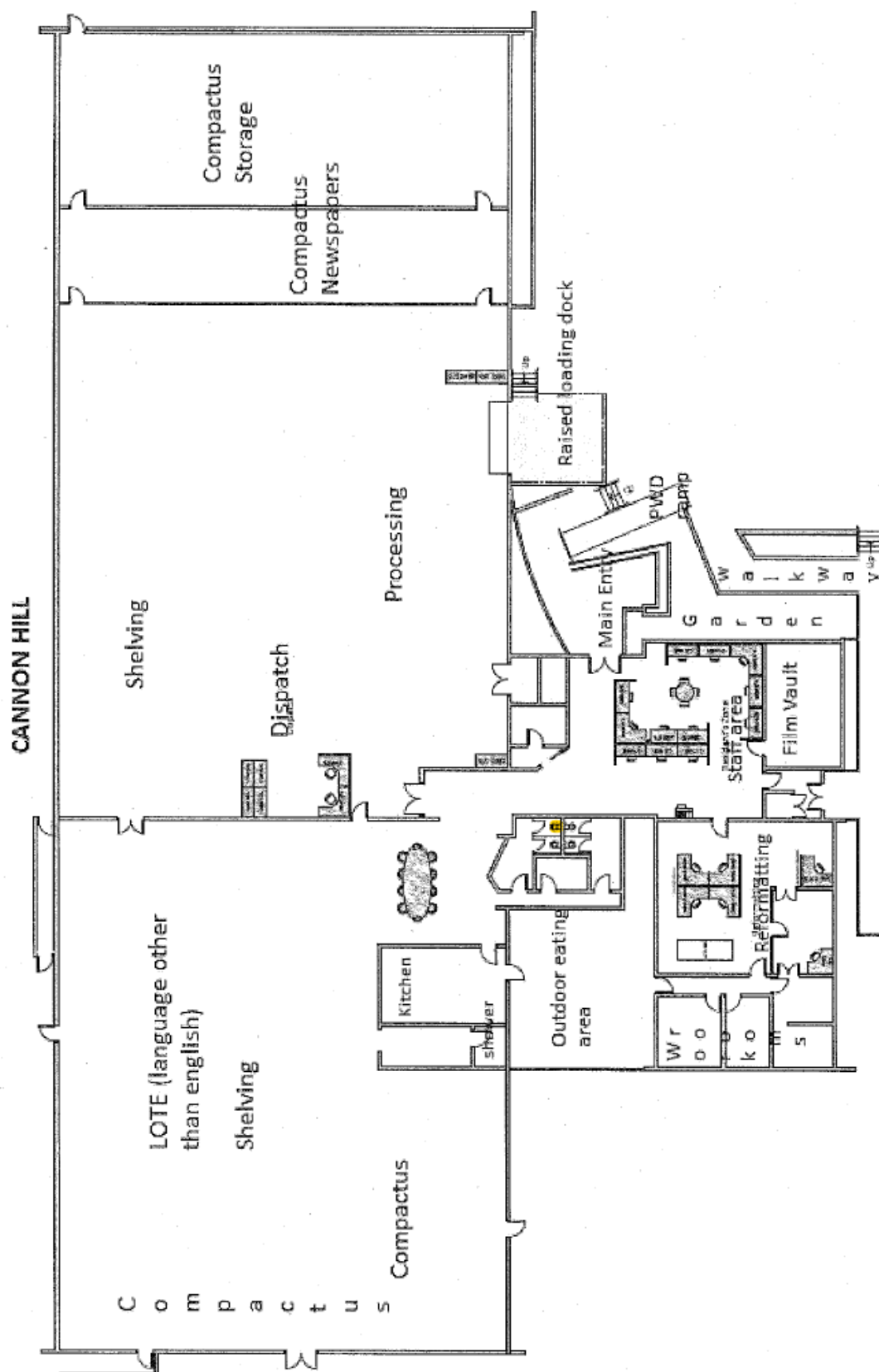
Food and drink allowed everywhere at The Edge, except for the Digital Media Lab, Recording Studio and Fabrication Lab.

## State Library Queensland - COVID-Safe Site Plan

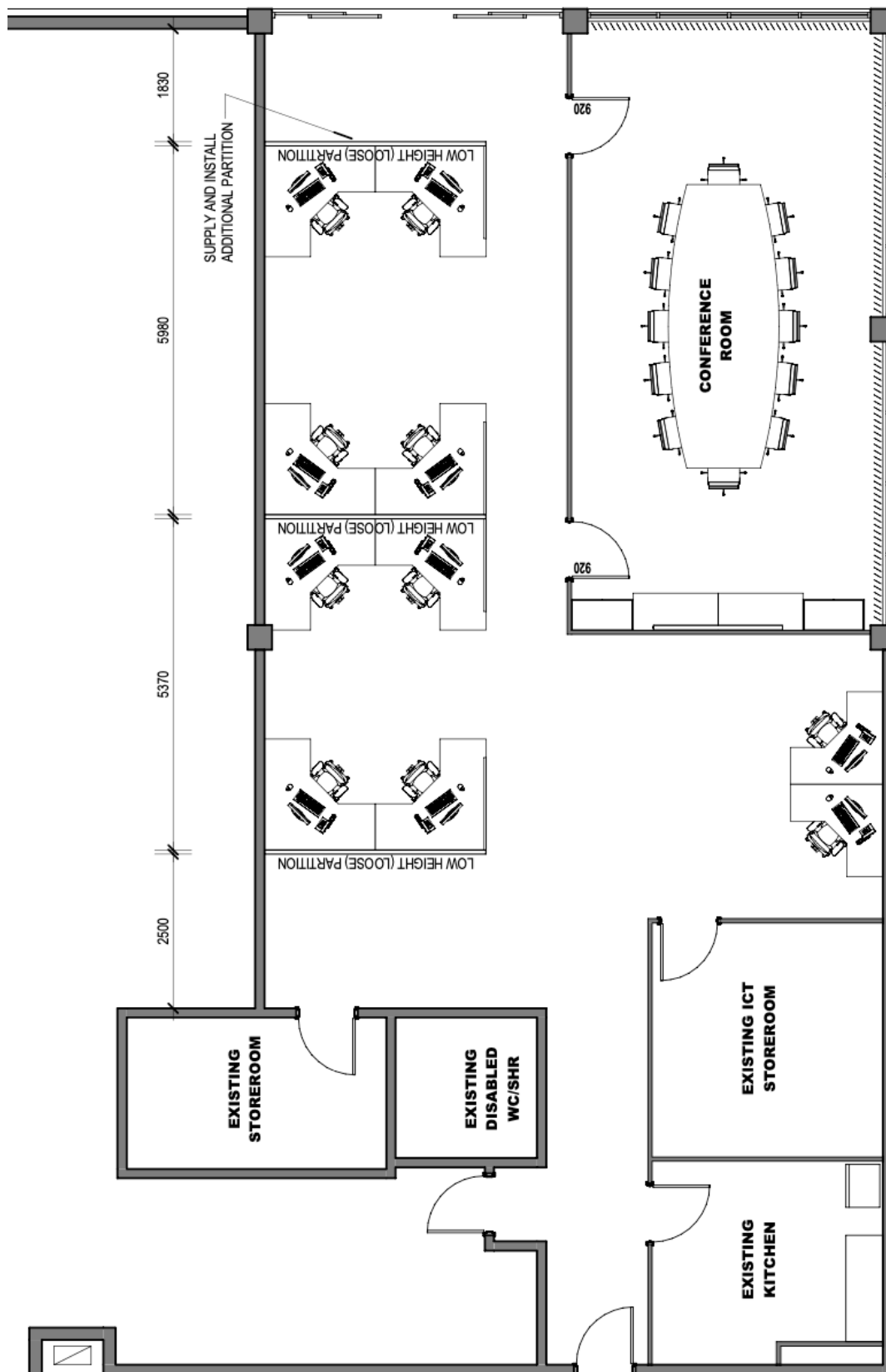




## Cannon Hill Site Map



## Cairns Site Map



## Appendix 4: Cleaning Strategy

This cleaning strategy is based upon the Safe Work Australia (SWA) Guide “How to Clean and Disinfect Your Workplace” (published 30 April 2020).

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes. A key way we can protect staff and visitors from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for State Library workplaces.

State Library is using Oxivir Five 16, a hospital grade disinfectant cleaner which is TGA approved and recommended against COVID19 (<https://www.tga.gov.au/disinfectants-use-against-covid-19-artg-legal-supply-australia>). It is effective against a wide variety of pathogenic micro-organisms including viruses, bacteria, antibiotic-resistant bacteria, fungi, mould and mildew for cleaning and sanitising. State Library will be using it to clean exhibition and activity interactives based on the frequency below. In all cases the State Library requirement for frequency of cleaning is equal to or greater than that suggested by Safe Work Australia.

Procedures for the methods of cleaning/sanitising will be distributed to staff or contractors who will conduct the cleaning.

The frequency of cleaning outlined from page 2 is a minimum requirement and may require increasing when government restrictions are eased and more visitors are permitted entry to State Library.

Information is available in **Appendix A** detailing the microbial and viricidal properties of Oxivir Five 16.

### Index:

1. Interactives and other Equipment.....	2
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3. Specialist Electronic Equipment.....	4
4. Workshop Equipment.....	4
5. Machinery.....	5
6. Vehicles.....	6
7. Surface Types.....	7
8. Café/Food Preparation.....	8
9. Additional Springmount Cleaning.....	9



## METHODOLOGY (please read this section before actioning the Table below):

*State Library cleaning requirements are based on the frequent use of items. If items are not **frequently used/touched** follow the SWA guideline below for infrequent touching.*

Sanitising is required where indicated below and as advised by the Safe Work Australia Guide (on confirmation of confirmed or suspected COVID cases – see <https://www.safeworkaustralia.gov.au/doc/how-clean-and-disinfect-your-workplace-covid-19>).

Oxivir is a cleaner and sanitiser. Use Oxivir in the place of your usual cleaning chemicals, and clean as normal. Oxivir works best with microfiber cloth. Sanitising with Oxivir requires the water to be in contact with the surface for at least 60 seconds.

If areas are heavily soiled they will require cleaning before disinfection.

Dilution rates for a one step cleaner/disinfectant 1:16 will be used as per manufacturers recommendations.

### Dilution and Operating Guide

Oxivir Five 16 3.78L	Dilution	
One Step Hospital Grade Disinfectant Cleaner	1:16	63ml/L
Two Step Hospital Grade Disinfectant Cleaner	1:64	16ml/L
Non-Food Contact Sanitiser	1:128	8ml/L
Floor and general cleaner	1:256	4ml/L

	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
<b>1. Interactives and other Equipment</b>								
Alcohol-based hand sanitiser dispensers	Clean at least daily	Clean weekly	Springmount	X				Oxivir
Chairs (non-upholstered) e.g. plastic chairs, wooden chairs, other non-padded chairs	Clean at least daily	Clean weekly	Springmount	X				Oxivir
Chairs (upholstered) e.g. fabric padded chairs, sofas.	Clean at least daily	Clean weekly	Springmount	X				Vacuum (HEPA)  Damp dust + Detergent
Cleaning Equipment	Clean after use	Clean after use	Library Staff				X	Oxivir
Clipboard / Folders	Clean after use	Clean weekly	Library Staff				X	Oxivir
Computer, Keyboard, Mouse, Headsets	Clean at least daily or when visibly soiled	Clean weekly or when visibly soiled	Library Staff	X			X	Oxivir Tb wipes for mouse, keyboard.

	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
Headsets to be removed.	Between uses if shared.							
Cupboard knobs/handles	Clean at least daily	Clean daily	Springmount	X				Oxivir
Drinking Fountains – will be turned off and signage installed.	NA	NA	Library Staff	NA	NA	NA	NA	NA
Exhibition Cases – glass and perspex	Clean at least daily	Clean weekly	Library Staff	X				Oxivir
Interactive panels / screens	Clean after each use (if practicable)	Clean weekly	Library Staff	X				Oxivir
Interactives buttons/switches/handles and other controls	Clean at least daily	Clean weekly	Springmount		X			Oxivir
Keys and locks and padlocks (frequently used)	Clean daily	Clean weekly	Library Staff	X				Oxivir

	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
Remote controls	Clean at least daily	Clean weekly	Library Staff				X	Disinfectant wipes
Sink (hand washing & kitchen & workshops)	Clean at least daily	Clean daily	Springmount	X				Oxivir
Tables/desks/counters	Clean at least daily	Clean weekly	Springmount		X			Oxivir
Telephones/Walkie Talkies	Clean at least daily & more regularly if shared by multiple users	Clean weekly	Library Staff	X -if individual			X - if shared	Disinfectant wipes
Vending Machines/ Penny Press	Clean frequently touched points on machine at least daily	Clean weekly	Springmount		X			Oxivir
Bollards (hard surfaces)	Clean frequently touched surfaces at least daily	Clean weekly	Springmount	X				Oxivir

	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
Viewing windows	Clean at least daily	Clean weekly	Springmount	X				Oxivir
<b>2. Retail</b>								
Cash registers	Clean after each shift	Clean weekly	Food & beverage and retail Staff			X	X –if shared	Oxivir – if shared
EFTPOS machines	Clean after each use (if practicable)	Clean weekly	Food & beverage and retail Staff			X		Oxivir
Hand-held cash register scanners used by staff	Clean after each shift/change of operator	Clean weekly	Library Staff				Clean after change of operator	Oxivir
Ticket Machines	Clean after each use (if practicable)	Clean weekly	Library Staff				Clean after change of operator	Oxivir

	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
<b>3. Specialised Electronic/Electrical Equipment</b>								
Electrical equipment	Clean at least daily or between users if shared	Clean weekly	Library Staff	X			X if shared	Fellowes Screen Wipes  Or Oxivir wipes
Electronic equipment (sensitive to electrostatic charge)  E.g. iPads, tablets, laptops exterior of computer case and monitors  Consider adding a wipeable cover to the device/screen.  Refer to manufacturer's recommendations	Clean at least daily or between users if shared	Clean weekly	Library Staff	X			X if shared	Fellowes Screen Wipes  Or Oxivir wipes

	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
Touch screens e.g. information screens in buildings/ interactives in exhibitions.  - Consider adding a wipeable cover to the device/screen.	Clean at least daily	Clean weekly	Library Staff			X		Fellowes Screen Wipes  Or Oxivir wipes
<b>4. Workshop Equipment</b>								
Bollards	Clean frequently touched surfaces at least daily	Clean weekly	Springmount	X				Oxivir

	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
Hoses	Clean frequently touched surfaces at least daily	Clean weekly	Library Staff	X				Oxivir
Ladders	Clean between shifts or users	Clean weekly	Library Staff				X Clean between shifts or users	Oxivir
Power tools and hand tools	Clean between shifts or users	Clean weekly	Library Staff				X	Disinfectant wipes
Scaffolding / formwork	Clean frequently touched surfaces daily	Clean weekly	Library Staff	X				Oxivir
Control panels and other plant controls	Clean between shifts or users	Clean weekly	Library Staff				X	Oxivir
Hi vis vests worn over clothing	Clean at least daily or between users if shared	Clean daily	Library Staff	X				Oxivir
<b>5. Machinery</b>								



	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
Forklifts/EWP	Clean frequently touched surfaces at least daily	Clean weekly	Library Staff				X	Disinfectant wipes
Machinery surfaces	Clean frequently touched surfaces at least daily	Clean weekly	Library Staff	X				Oxivir
Manual stopcock valves	Clean frequently touched surfaces at least daily	Clean weekly	Library Staff	X				Oxivir
Roller door handles	Clean frequently touched surfaces at least daily	Clean weekly	Library Staff	X				Oxivir
Other PPE if shared between workers (hard hats, safety eyewear)	Clean at least daily or between users if shared	Clean weekly	Library Staff				X	Oxivir
Safety guards around equipment	Clean frequently touched surfaces at least daily	Clean weekly	Library Staff	X				Oxivir

	SWA GUIDELINE		State Library Guideline – for frequently used/touched items					
Object/item	Frequent Touching	Infrequent Touching	Primary Responsibility	Daily	2 x daily	3 x daily	After each session/shift/use	Cleaning Agent
Viewing windows	Clean at least daily	Clean weekly	Library Staff	X				Oxivir
<b>6. Vehicles</b>								
Door Handles	Clean at least daily	Clean weekly	Library Staff				X	Disinfectant Wipes
Gear knobs	Clean at least daily or between users if shared	Clean weekly	Library Staff				X	Disinfectant Wipes
Seat Belts	Clean at least daily or between users if shared	Clean weekly	Library Staff				X	Disinfectant Wipes
Steering wheels	Clean at least between shifts or between users	Clean weekly	Library Staff				X	Disinfectant Wipes
Switches and other controls	Clean at least daily	Clean weekly	Library Staff				X	Disinfectant Wipes

## SURFACE TYPES: this section contains cleaning frequency information by surface types

Surface to be cleaned	SWA GUIDELINE		SLQ REQUIREMENTS				
	Frequent Touching	Infrequent Touching	Daily	2 x daily	3 x daily	After each session/shift	Cleaning Agent
Soft plastics	Clean at least daily or every shift change	Clean weekly	X				Damp dust + Oxivir
Hard plastics	Clean at least daily or every shift change	Clean weekly	X				Oxivir
Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)	Clean at least daily or every shift change	Clean weekly	X				Oxivir
Painted metal surfaces	Clean at least daily or every shift change	Clean weekly	X				Clean according to manufacturer's recommendation
Deliberately Greased or Oiled metal surfaces	Clean at least daily or every shift change	Clean weekly	X				Disinfectant Wipes
Wood	Clean at least daily or every shift change	Clean weekly	X				Damp dust + Detergent

Surface to be cleaned	SWA GUIDELINE		SLQ REQUIREMENTS				
	Frequent Touching	Infrequent Touching	Daily	2 x daily	3 x daily	After each session/shift	Cleaning Agent
Laminate	Clean at least daily or every shift change	Clean weekly	X				Oxivir
Glass	Clean at least daily or every shift change	Clean weekly	X				Oxivir
Leather/Vinyl	Clean at least daily or every shift change	Clean weekly	X				Clean according to manufacturer's recommendation
Fabric	Clean at least daily or every shift change	Clean weekly	X				Vacuum (HEPA)  Damp dust + Detergent
Paper - Cannot be cleaned.	Not suitable	Not suitable	<ul style="list-style-type: none"> <li>• Use alternate, cleanable options, such as electronic tablets</li> <li>• If use is unavoidable, and individual use is not feasible, use a plastic protective sheet over the page and laminate</li> <li>• Leave undisturbed for a minimum of 72 hours.</li> </ul>				

## Cafes / Food Preparation Areas

The Library Café operator will continue to clean and sanitise the workspaces and customer tables/chairs as required by Food Safety Regulations.

### Springmount Additional Cleaning:

			<b>Back of house staff areas</b> – will be cleaned in accordance with the current cleaning contract plus the additional requirements below. If Springmount is already cleaning more than the SLQ requirements the Springmount regime should continue.						
	<b>SWA GUIDELINE</b>		<b>SLQ REQUIREMENTS</b>						
<b>Object/item</b>	<b>Frequent Touching</b>	<b>Infrequent Touching</b>	<b>Primary Responsibility</b>	<b>Daily</b>	<b>2 x daily</b>	<b>3 x daily</b>	<b>After each session</b>	<b>Cleaning process</b>	<b>Cleaning/ Sanitising chemicals</b>
Door handles – toilets (doors and locks)/lunchrooms/entry ways	At least daily		Springmount			X		Clean as per Springmount procedures	as per Springmount procedures
Door handles – other		Daily	Springmount	X				As above	as per Springmount procedures
Benches/surfaces – shared spaces such as lunchrooms/meeting rooms	At least daily or every shift	Weekly	Springmount			X - after breaks		As above	as per Springmount procedures

White good appliances – fridges/microwave handles etc.	At least daily	Weekly	Springmount			X - after breaks		As above	as per Springmount procedures
Desk surfaces (in use)- <b>ONLY IF DESK IS CLEAN</b>	At least daily	Weekly	Library Staff	X				As above	
<b>Front of House public areas – will be cleaned in accordance with the current cleaning contract plus the additional requirements below</b>									
Lift buttons	At least daily	Weekly	Springmount			X		As above	as per Springmount procedures
Door handles/push plates	At least daily	Weekly	Springmount			X		As above	as per Springmount procedures
Handrails	At least daily	Weekly	Springmount			X		As above	as per Springmount procedures
Elevator handrails	At least daily	Weekly	Springmount			X		As above	as per Springmount procedures



## Oxivir® Five 16



### Use instructions

#### One step disinfectant cleaner - Hospital Grade Disinfectant (1:16):

1. Apply use solution to surfaces
2. Surfaces must remain wet for 5 minutes for viruses and 10 minutes for bacteria, fungi, mould and mildew
3. Wipe surfaces and let air dry

#### Two step disinfectant cleaner (1:64):

1. Pre-clean area first
2. Apply use solution to surfaces
3. Surfaces must remain wet for 5 minutes for viruses and 10 minutes for bacteria, fungi, mould and mildew
4. Wipe surfaces and let air dry

#### Non-food contact sanitiser (1:128) / cleaner for interiors of commercial transport aircrafts (1:128)

1. Apply use solution to surfaces
2. As a non-food contact sanitiser, surfaces must remain wet for 3 minutes
3. Wipe surfaces and let air dry

#### Floor and general surface cleaner (1:256):

1. Apply use solution to floors, walls and ceilings
2. Scrub using a deck brush or other coarse material as necessary
3. Rinse surfaces thoroughly and let air dry

Not recommended for floors at disinfectant strength (1:16). Rinsing is not necessary unless floors are to be coated with finish or restorer.

Under recommended conditions of use, Oxivir Five 16 is suitable for use on most washable non porous materials commonly encountered in environmental cleaning. Do not use on glassware, dishes or utensils. Not recommended for use on brass, copper or marble. Hard surface disinfectant only. Not to be used on skin. Not intended to be used on medical devices or other therapeutic goods. Do not mix with detergents or other chemicals. Discard diluted solutions after use.

Technical data			
Appearance	Clear, colourless liquid	Shelf Life	3 years
Specific Gravity (20°C)	1.036	pH (conc)	0.8
Odour	Characteristic odour	pH (1:16)	2.0
Active Ingredient	Hydrogen Peroxide 4.25% w/w		
The above data is typical of normal production and should not be taken as a specification.			
SKU Code	Description	Size	Country
100834423	Oxivir Five 16 J-Fill™	2 x 2.5L	AU
5845264	Oxivir Five 16	4 x 3.78L	AU
100835122	Oxivir Five 16 SmartDose™	2 x 1.4L	AU

### Safe handling and storage information

Full guidance on the handling and disposal of this product is provided in a separate Safety Data Sheet. Store in original container. Avoid extremes of temperature and humidity. Do not mix with other detergents or other chemicals. Store below 25°C.

### Safety Reminder

Please make sure your employees read and understand the product label and Safety Data Sheet before using this product. The label contains directions for use, and both the label and SDS contain hazard warnings, precautionary statements and first aid procedures. SDSs are available online at [www.diversey.com](http://www.diversey.com) or by calling Toll free: Australia, 1800 647 779 or New Zealand, 0800 803 615.

For additional information, please contact us at:  
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## Oxivir® Tb



### Hospital Grade Disinfectant

Registered One-Step Hospital Grade Disinfectant Cleaner based on Accelerated Hydrogen Peroxide (AHP®) Technology to deliver fast, broad spectrum disinfection with enhanced cleaning power.

**Kills SARS-CoV-2 (COVID-19 virus) in 1 minute.**

### Effective

- Virucidal, Bactericidal, Fungicidal, Tuberculocidal
- Virucidal in 1 minute. Kills Norovirus, H1N1, Influenza A, Human coronavirus 229E, Hepatitis B
- Effective against 27 pathogenic micro-organisms including VRE & MRSA.
- Sanitises soft surfaces such as curtains, cushions and carpets
- Oxivir®Tb wipes do not contain Methylisothiazolinone (MI), a preservative associated with systemic toxicity, dermatitis, skin corrosion and eye damage

### Easy to use

- Ready to use, non-rinsing formula
- One step cleaning and disinfection of hard environmental surfaces

### Safe

- Surface protection: non-corrosive, non-bleaching formula. Disinfect hard surfaces without creating destructive micro-cracks that harbour pathogens
- High safety profile – not classified as hazardous according to GHS requirements

### Environmentally Responsible

- No VOC's, no added fragrance
- Active ingredient, Hydrogen peroxide biodegrades into water and oxygen

### Designed for

- Healthcare (Hospitals, Nursing Homes, Medical Establishments)
- Child Care Centres
- Hospitality



Oxivir® Tb Liquid  
AUST R 165058



Oxivir® Tb Wipes - Standard  
AUST R 164850



Oxivir® Tb Wipes - Large  
AUST R 164850



## Appendix 5: COVID-19 Risk Assessment Template

### Guidelines for completion:

- State Library has developed a Workplace Health and Safety (COVID-Safe Plan) [**Appendix 1**] which outlines the general approach the Library is taking to recovery from the COVID-19 closure, and has been used as a checklist for the mandatory components of the Risk Assessment template
- The COVID Safe Plan requires that a separate Risk Assessment (this document) be developed and approved for all multiple departmental and contractor activities before work commences and staff attend site.
- When completing this assessment please remember the following:
  - Please turn on tracked changes when completing this document so that approving officers can see changes from the template
  - **Blue text** is provided as guidance and can be deleted in the final document
  - **Brown text** is mandatory for all projects and should not be deleted
  - Use the Risk Assessment matrix to assess the initial and residual risk ratings
  - Include who will be responsible for implementation of control measures (e.g. Lead, Coordinator, Senior Project Officer for the responsible adherence to
  - The Author of this assessment is responsible for seeing the assessment through to approval and storage on RecFind and O:\ drive:
    - File: 815/375/039
    - O:\People, Projects and Learning\Projects Risk Reporting\Business continuity management\Pandemic Management Plan\COVID-19\Recovery\Risk Assessments

### Process for approval:

1. Author (e.g. Lead, Coordinator, Senior Project Officer etc. responsible for the activity) drafts the Risk Assessment in accordance with the Guidelines for completion (above) – this may include consultation within or across workgroups involved in the activity
2. Author forwards to WH&S Advisor (email: [COVID\\_riskassessments@slq.qld.gov.au](mailto:COVID_riskassessments@slq.qld.gov.au)) for review
3. WH&S Advisor returns endorsement (and/or any requested changes or comments) to Author
4. Author actions WH&S Advisor comments and forwards to their portfolio Executive Director for approval
5. Executive Director returns approval (and/or any requested changes or comments) to Author
6. Author scans the approved Risk Assessment and places a PDF on File and in O:\ where specified in the Guidelines (above)
7. Author seeks separate approval from their portfolio Executive Director for return to site and commencements of activity



## STATE LIBRARY OF QUEENSLAND – COVID-19 RISK ASSESSMENT

Title: [Enter title](#)

Date: [Enter date](#)

### Section A – Job Requirements

<b>Organisation Name:</b>	State Library of Queensland		
<b>Worksite Location:</b>			
<b>Contact Name:</b>		<b>Date:</b>	
<b>Contact Position:</b>		<b>Contact Phone No:</b>	
<b>Activities: (Describe activity being assessed)</b>		<b>Review Date:</b>	<i>N/A for one-off activities</i>
<b>Resources / Staff Involved:</b>	<i>List all departments including contractors</i>	<b>Social Distancing Markers:</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Cleaning Regime:</b>	Springmount Services clean all areas of the building daily and additional cleaning/sanitisation is carried out as per the cleaning regime.	<b>Protective Screen Barriers:</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Personal Protective Equipment (PPE):</b>	<i>Eg. Gloves, anti-bacterial wipes, etc.</i>	<b>Sanitisers available:</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>

<b>OHS or Environmental Legislation:</b>	Work Health and Safety Act 2011 Work Health and Safety Regulation 2011 Public Health Act 2005	<b>Codes or Standards applicable:</b> <i>(Use resources in the links provided to assist with control measures)</i>	<a href="#">WHS QLD – COVID Risk Management QLD Health Directive</a> <a href="#">Safe Work Australia Guides</a> <a href="#">World Health Organisation</a> QLD Government <a href="#">COVID-19 Resources</a> Check any codes of practice on <a href="#">WHS Qld website</a> that apply. Eg. <i>Code of Practice 2011: How to Manage Health and Safety Risks</i>
<b>PLEASE NOTE: This risk assessment has been created to review the risk of contracting COVID-19 virus during 2020 pandemic. Risk Rating – Likelihood may change depending on community outbreak.</b>			

## Section B – Approvals

<b>Approvals</b>		
WHS Adviser (endorsement)	Damien De Groot Lead, Facilities Operations	Signature / Date
Executive Director Sign Off		Signature / Date
Document Owner Sign Off		Signature / Date
Person responsible for ensuring controls of risk assessment are followed	<i>This will be the document owner</i>	
Person responsible for the review of risk controls	<i>This may also be the document owner</i>	Date of Review

**Staff consultation and briefing** – (all staff conducting work in association with this Risk Assessment must be briefed as to hazard controls in place and sign off that they understand and will adhere to the specified hazard controls).

<b>Sign off - Staff conducting the activity- (I have been fully briefed on the contents of the risk assessment, understand all identified hazards and will carry out all instructions and operational procedures as identified).</b>					
<b>Name</b>	<b>Signature</b>	<b>Date</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<i>List all the staff consulted</i>					

## Section C - Risk Assessment Matrix and Risk Response Table

SLQ Risk Assessment Matrix			Likelihood level				
<p>Using the Template: Complete the information pages 1&amp;3. (2) Identify all risks and their likelihood and consequence. (3) Using the risk matrix determine the risk rating for each risk as follows. Identify the potential hazard and risk, move down the Consequence descriptor row to the relevant consequence(C); move across the consequence row to the corresponding likelihood(L) column; the cell where the consequence row and likelihood column meet gives the risk rating (R). (4) Refer to the Risk Response table to identify the action required for the risk rating. (5) Develop control measures for each risk were this is required, to reduce the risk as far as is reasonable practicable. (6) Assess the residual risk rating after the treatment is applied and adjust the actions if the revised risk rating has not reduced.</p>			<b>Almost certain = 5</b>	<b>Likely = 4</b>	<b>Possible = 3</b>	<b>Unlikely = 2</b>	<b>Rare = 1</b>
			Risk is expected to occur in most circumstances >90% probable	Risk will probably occur in most circumstances 50-90% probable	Risk might occur at some time. 20-50% probable	Risk could occur at some time but it is improbable 5-20% probable	Risk may occur only in exceptional circumstances <5% probable
		SLQ Consequence Description					
Consequence level	<b>Severe = 5</b>	<ul style="list-style-type: none"> <li>Reduced workforce capability/capacity threatens long term service delivery.</li> <li>Loss of life</li> </ul>	<b>Extreme (10)</b>	<b>Extreme (9)</b>	<b>High (8)</b>	<b>High (7)</b>	<b>Medium (6)</b>
	<b>Major = 4</b>	<ul style="list-style-type: none"> <li>Reduced workforce capability/capacity unable to support key services.</li> <li>Serious injuries or work caused illnesses. Hospital treatment may be required.</li> </ul>	<b>Extreme (9)</b>	<b>Extreme (8)</b>	<b>High (7)</b>	<b>Medium (6)</b>	<b>Medium (5)</b>
	<b>Moderate = 3</b>	<ul style="list-style-type: none"> <li>Reduced workforce capability/capacity affects service quality.</li> <li>Injury/illness requires GP/medical treatment.</li> </ul>	<b>High (8)</b>	<b>High (7)</b>	<b>Medium (6)</b>	<b>Medium (5)</b>	<b>Low (4)</b>
	<b>Minor = 2</b>	<ul style="list-style-type: none"> <li>Reduced workforce capability/capacity affects operational processes.</li> <li>Localised first aid required.</li> </ul>	<b>Medium (7)</b>	<b>Medium (6)</b>	<b>Medium (5)</b>	<b>Low (4)</b>	<b>Low (3)</b>
	<b>Insignificant =1</b>	<ul style="list-style-type: none"> <li>Reduced workforce capability/capacity minimal.</li> <li>Injury not requiring treatment, report only.</li> </ul>	<b>Medium (6)</b>	<b>Low (5)</b>	<b>Low (4)</b>	<b>Low (3)</b>	<b>Low (2)</b>

### Risk Response Table

Risk rating	Response	Risk acceptability
Extreme	<ul style="list-style-type: none"> <li>Activity must not proceed whilst any risks are rated EXTREME</li> <li>Advise manager immediately and identify ways of reducing risk level.</li> </ul>	Unacceptable
High	<ul style="list-style-type: none"> <li>Activity should not proceed until risk rating reduced.</li> <li>Identify additional controls to process to reduce risk level.</li> </ul>	Unacceptable
Medium	<ul style="list-style-type: none"> <li>Reported to People Leader</li> <li>Risk treatment plan must be in place before activity begins</li> </ul>	Risk eventuation is tolerable under controlled circumstances
Low	<ul style="list-style-type: none"> <li>Monitor the risk for changed conditions. No Further Action Required at this stage</li> </ul>	Acceptable

Step #	Description List the steps required to perform the task in the sequence they are carried out. Eg. Cut timber to length using drop saw	Potential Hazard List the potential hazards that could occur when the task is performed Eg. Flying object – eye injury	Initial Risk Rating (Without controls)			Control Measures List the control measures required to eliminate or minimise the risk of injury Consider the Hierarchy of Controls (Elimination, Substitution, Isolation, Engineering, Administration, PPE)	Residual Risk (after controls are in place)			Responsible Person/s
			C	L	Risk		C	L	Risk	
Physical Distancing										
1	Adhere to physical distancing in all areas	<ul style="list-style-type: none"><li>Contracting or spreading COVID-19 through physical contact, close physical proximity or overcrowding</li><li>COVID-19 exposure due to over-crowding</li><li>Staff, contractors or patrons unaware of most recent government guidelines</li></ul>				<ul style="list-style-type: none"><li>Ensure no more than 1 worker per 4 square meters.</li><li>A segregated roster with staggered start/finish and break times.</li><li>Where possible spread work areas across a larger footprint to maximise distances and to minimise accidental contact.</li><li>Staff must observe public gathering restrictions during break times.</li><li>Ensure staff/contractors maintain 1.5m distances during all interactions.</li><li>Avoid physical contact with others.</li><li>Third party visits should be contactless when possible (eg. Deliveries)</li></ul> <p>List all risk control measures specific to the activity</p>				

Step #	Description List the steps required to perform the task in the sequence they are carried out. Eg. Cut timber to length using drop saw	Potential Hazard List the potential hazards that could occur when the task is performed Eg. Flying object – eye injury	Initial Risk Rating (Without controls)			Control Measures List the control measures required to eliminate or minimise the risk of injury Consider the Hierarchy of Controls (Elimination, Substitution, Isolation, Engineering, Administration, PPE)	Residual Risk (after controls are in place)			Responsible Person/s
			C	L	Risk		C	L	Risk	
Hand Hygiene										
2	Ensure vigilant hygiene for all activities	<ul style="list-style-type: none"><li>Contracting or spreading COVID-19 through second-hand contact</li><li>Staff, contractors or patrons unaware of most recent government guidelines</li><li>Client compliance with instructions</li></ul>				<ul style="list-style-type: none"><li>Sanitise your hands before entering the Library using hand sanitiser</li><li>Wash hands frequently with soap and water for at least 20 seconds</li><li>Sanitise hands when signing in/out on Sine Pro and wipe screen with anti-bacterial wipes after use.</li><li>Avoid touching your eyes and face.</li><li>Cover mouth and nose when coughing and sneezing (use elbow or tissue)</li></ul> <p>List all risk control measures specific to the activity</p>				

Step #	Description List the steps required to perform the task in the sequence they are carried out. Eg. Cut timber to length using drop saw	Potential Hazard List the potential hazards that could occur when the task is performed Eg. Flying object – eye injury	Initial Risk Rating (Without controls)			Control Measures List the control measures required to eliminate or minimise the risk of injury Consider the Hierarchy of Controls (Elimination, Substitution, Isolation, Engineering, Administration, PPE)	Residual Risk (after controls are in place)			Responsible Person/s
			C	L	Risk		C	L	Risk	
Cleaning										
3	Providing a clean and sanitary environment	<ul style="list-style-type: none"><li>COVID-19 exposure due to contaminated surfaces/materials.</li><li>Contracting or spreading COVID-19 through second-hand contact</li><li>Staff, contractors or patrons unaware of most recent government guidelines</li></ul>				<ul style="list-style-type: none"><li>Use disinfectant wipes / spray to ensure surfaces are cleaned regularly</li><li>Do not share equipment, pens or pencils</li><li>Provide adequate cleaning products and facilities for all workers</li><li>Clean tools / equipment before and after each use</li><li>Clean shared amenities such as microwaves after use</li><li>Avoid shared contact of common touch points (e.g. Leave doors open when possible)</li><li>Maintain high level of general housekeeping</li><li>Dispose of all waste in the correct bins.</li></ul> <p>List all risk control measures specific to the activity</p>				



Step #	Description List the steps required to perform the task in the sequence they are carried out. Eg. Cut timber to length using drop saw	Potential Hazard List the potential hazards that could occur when the task is performed Eg. Flying object – eye injury	Initial Risk Rating (Without controls)			Control Measures List the control measures required to eliminate or minimise the risk of injury Consider the Hierarchy of Controls (Elimination, Substitution, Isolation, Engineering, Administration, PPE)	Residual Risk (after controls are in place)			Responsible Person/s
			C	L	Risk		C	L	Risk	
Conditions of Entry										
4	Restricting access to well and essential employees only onsite	<ul style="list-style-type: none"><li>Contracting or spreading COVID-19</li><li>Staff, contractors or patrons unaware of most recent government guidelines</li></ul>				<ul style="list-style-type: none"><li>Restrict access to essential workers only – limit external visits.</li></ul> <p><b>Do not</b> enter the Library if:</p> <ul style="list-style-type: none"><li>You have been diagnosed with COVID-19</li><li>You are displaying COVID-19 or cold/flu symptoms</li><li>You have a temperature</li><li>You have returned from overseas travel in the last 14 days</li><li>You have been in contact with anyone diagnosed with COVID-19 in the last 14 days</li><li>You have been in contact with anyone that has travelled overseas in the last 14 days</li></ul> <ul style="list-style-type: none"><li>Vulnerable employees - Employees who have been identified as vulnerable persons will continue to be supported in their agreed working arrangements (including working from home). Any further identified vulnerable persons will also be supported by State Library utilising the Qld Government’s <u>Guide to identifying and supporting vulnerable employees (COVID-19)</u>.</li></ul> <p><i>List all risk control measures specific to the activity</i></p>				

Step #	Description List the steps required to perform the task in the sequence they are carried out. Eg. Cut timber to length using drop saw	Potential Hazard  List the potential hazards that could occur when the task is performed Eg. Flying object – eye injury	Initial Risk Rating (Without controls)			Control Measures  List the control measures required to eliminate or minimise the risk of injury Consider the Hierarchy of Controls (Elimination, Substitution, Isolation, Engineering, Administration, PPE)	Residual Risk (after controls are in place)			Responsible Person/s
			C	L	Risk		C	L	Risk	
Emergency Management										
5	Safe evacuation of staff and contractors on site	People do not evacuate safely or promptly during the COVID-19 closure				<ul style="list-style-type: none"><li>Procedures signposted emergency cupboards</li><li>Brief wardens onsite if available</li><li>Staff and Contractors will be familiarised with Evacuation diagrams.</li></ul>				
First Aid										
6	First aid incident	Inadequate First Aid Officers available on site during COVID-19 closure				<ul style="list-style-type: none"><li>First aid kits available in kitchenettes</li><li>First Aid Officers to attend if available</li><li>Emergency Services Officers provide support for serious incidents.</li></ul>				

## Appendix 6: Outbreak Management (suspected or confirmed cases of COVID-19)

**Scenario 1: Employee presents at work with suspected COVID-19 symptoms or Employee made aware they have been in direct contact with person directed to take COVID-19 test / tested Positive**

Employee	People Leader	Director/Manager	State Library Influenza Coordinator
1. Immediately isolate from other staff. Do not travel throughout site	<p>If employee presents with cold/flu symptoms instruct them to go home and obtain medical advice.</p> <p>Alert Director/Manager</p>	<p>Advise State Library Influenza Coordinator (DPPL) and follow directed advice</p> <p>Oversee business unit workload for identified critical operational roles</p>	<p>Complete Arts Qld COVID-2019 Employee Confirmed Case Register</p> <p>Notify Workplace Health and Safety Queensland.</p>
2. Alert People Leader	<p>Ensure employee can get home safely (provide cab charge if necessary – alert cab company that the employee is unwell. If confirmed case of COVID-19, the cab company/details will be needed for contact tracing).</p>	<p>Continue to liaise with State Library Influenza Coordinator (DPPL) and follow directed advice</p>	<p>Email <a href="mailto:DESCOVID19@des.qld.gov.au">DESCOVID19@des.qld.gov.au</a> and update as necessary if employee becomes symptomatic or tests positive.</p>
3. Request a surgical mask from First Aid and wear to limit spread of respiratory droplets	<p>Isolate the employee's workstation. Do not touch anything. Place a sign on the desk/back of the chair saying</p>	<p>Provide information to employee's team (in accordance with advice from Queensland Health and State Library Influenza Coordinator)</p>	<p>Inform Executive Director CGO of any additional precautionary actions to take place if required</p>

Employee	People Leader	Director/Manager	State Library Influenza Coordinator
	"Desk under quarantine - cleaning in progress"		Maintain ongoing contact with affected employee and their People Leaders
4. Self-quarantine and call 13HEALTH and seek medical attention to arranged for COVID-19 testing	Alert line manager and email details to the State Library Influenza Coordinator talía.love-linay@slq.qld.gov.au		
5. Maintain ongoing contact with People Leader and keep them informed of any changes to self-quarantine arrangements	Notify Facilities by placing a service desk request for cleaning of workspace, marked URGENT to arrange cleaning. Cleaning will be completed in accordance with Safe Work Australia Guideline (note fogging not required).		
6. If symptoms cease and employee fit for work, may return to normal duties - noting employee may be	Activate telecommuting plan if employee is well enough to continue work OR submit appropriate leave application.		

Employee	People Leader	Director/Manager	State Library Influenza Coordinator
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asked to provide medical evidence

Maintain ongoing contact with affected employee

## Scenario 2: Employee tests positive for COVID-19

Employee	People Leader	Director/Manager	State Library Influenza Coordinator
1. Alert People Leader immediately and advise positive test outcome and when they were last in the workplace.	Alert Director/Manager  Determine when employee was last onsite, where they were working and the areas they may have visited.	Advise State Library Influenza Coordinator (DPPL) and follow directed advice  Cooperate with Queensland Health and determine areas that need to be isolated (if any)	Complete Arts Qld COVID-2019 Employee Confirmed Case Register  Notify Workplace Health and Safety Queensland.
2. Self-quarantine as per medical advice	Oversee business unit workload for identified critical roles	Oversee business unit workload for identified critical roles	Email DESCOVID19@des.qld.gov.au and update as necessary if employee becomes symptomatic or tests positive.
3. Advise People Leader Queensland Health contact-tracing contact	Isolate the employee's workstation. Do not touch anything. Place a sign on the desk/back of the chair saying "Desk under quarantine - cleaning in progress"	Liaise with State Library Influenza Coordinator and follow directed advice	Inform EDCGO of any additional precautionary actions to take place if required
4. Maintain ongoing contact with People Leader and keep them informed of any	Notify Facilities by placing a service desk request for cleaning of workspace, marked URGENT to arrange cleaning.	Provide information to employee's team (in accordance with advice from	

Employee	People Leader	Director/Manager	State Library Influenza Coordinator
changes to quarantine arrangements	<p>Cleaning will be completed in accordance with Safe Work Australia Guideline (note fogging not required).</p> <hr/> <p>Activate telecommuting plan if employee is well enough to continue work OR submit appropriate leave application.</p> <hr/> <p>Maintain ongoing contact with affected employee</p>	Queensland Health and State Library Pandemic Coordinator)	Maintain ongoing contact with affected employee and their People Leaders

### Scenario 3: State Library Covid-19 confirmed visitor case

1. State Library advised by Arts Queensland/Queensland Health that a recent Library visitor has tested positive for COVID-19.
2. Person notified to confirm where the visitor attended (i.e. site specific).
3. Queensland Health will provide advice on any specialised cleaning needs.
4. Executive Team to convene urgently to agree on required actions and areas for isolation.
5. The workplace will need to be thoroughly cleaned and disinfected before people can return to the workplace.
  - a. Using an ISO accredited cleaner is not required.
  - b. Fogging is not required and is not recommended by the Australian Government Department of Health for routine cleaning against COVID-19
  - c. Swabbing surfaces following disinfection is not required.
  - d. Facilities will notify cleaning contractors to clean all nominated areas

## **Appendix 7: State Library of Queensland Pandemic Management Plan**



# State Library of Queensland

## PANDEMIC MANAGEMENT PLAN

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File Number: 815/395/001  
File Name: [O:\Common\Business continuity  
management\2014-15 document\Pandemic  
Management Plan V3 2013.doc](O:\Common\Business continuity management\2014-15 document\Pandemic Management Plan V3 2013.doc)  
  
Created Date: 18 January 2012  
Version: 4.0  
Last Updated: 7 November 2018  
Next review: November 2020

## Amendment History

Version Number	Description of Change	Person Making Change	Date
V3.1	<p>Revisions required as a result of organisational realignments and staff movements throughout and:</p> <ul style="list-style-type: none"> <li>• Aligned review schedule to BCP review schedule</li> <li>• Inserted amendment history</li> <li>• Updated Certificate of Compliance and linked to 2011 Arts Queensland Environmental Risk Science and Audit (ERSA)</li> <li>• Checked that the Australian Health Management Plan for Pandemic Influenza (AHMPPI) is still current</li> <li>• Updated external hyperlinks throughout including: <ul style="list-style-type: none"> <li>○ Deleted reference to different strains of human influenza (flu virus) and pigeon virus (paramyxovirus) as the associated Australian Government links have been removed</li> <li>○ Updated link to Australian Government information on Avian Influenza or Bird Flu</li> </ul> </li> <li>• Updated all content to align with the Queensland Health Pandemic Influenza Plan 2018 (QHPIP), including the Emergency Management Framework</li> </ul>	Colin Crosbie	12 October 2018
V3.2	Endorsement by Lead, Facilities, including updates to some job titles and contact numbers	Colin Crosbie	23 October 2018
V4.0	<p>Approved by EDCGO (same as v3.2) including the following:</p> <ul style="list-style-type: none"> <li>• Review every two years (next November 2020)</li> <li>• Minor typographical errors corrected</li> </ul>	Colin Crosbie	7 November 2018

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## What is a Pandemic

A pandemic is a rapidly spreading infectious disease that spreads quickly and widely among human or animal populations and may pose a global threat.

Pandemics can create social and economic chaos. They can severely upset business operations by disrupting the supply chain and causing high absenteeism. This may impede our ability to deliver products and services to our patrons.

Managing the threats posed by a pandemic is critical for business survival.

The State Library's Business Continuity Plan (BCP) details our business's risk management strategy and business impact analysis. It outlines how State Library intends to respond to an incident, sets out a recovery plan and defines processes for managing staff and communication.

## Potential pandemic threats

Some potential pandemic threats for humans include:

- Human influenza (flu) -
- Swine flu (H1N1) - Most swine flu viruses do not infect humans, or do so mildly. The H1N1 virus of 2009-2010 was an exception.
- Avian (bird) flu - Avian flu is caused by type A viruses that affect wild birds and poultry. There have been few human infections.
- Some potential threats for rural Australian businesses include:
- low-pathogen avian flu

## Assumptions and approach

State Library's Pandemic Management Plan (PMP) is based upon Queensland Health's Pandemic Influenza Plan (QHPIP) – May 2018, which in turn aligns with the Australian Health Management Plan for Pandemic Influenza 2014 (AHMPPI). The QHPIP indicates that it can be applied to the management of other high transmissible respiratory infections associated with significant morbidity or mortality, including severe seasonal influenza.

The QHPIP aligns with an all-hazards approach interlinking with current national and state emergency risk management strategies to manage health risks.

Queensland Health may consider triggering the QHPIP in the following circumstances:

- notification from the Australian Government Department of Health of the emergence of a novel influenza virus with pandemic potential in Australia or overseas
- potential or actual threat of seasonal influenza overwhelming health service capacity.

The Queensland response arrangements are structured to reflect the AHMPPI 2014 response stages (Table 1)

Table 1 – Emergency Management framework –

AHMPPI Stages	AHMPPI sub-stages	Characteristics of the disease that may inform key activities	Queensland Management arrangements
Prevention	Prevention	No novel strain detected or emerging strain under initial investigation	Prevention
Preparedness	Preparedness	No novel strain detected or emerging strain under initial investigation	Preparedness
Response	Standby	Sustained community person-to-person transmission overseas	Alert Lean-Forward
	Initial Action	Cases detected in Australia Initial: When information about the disease is scarce Targeted: When enough is known about the disease to tailor measures to specific needs	Stand up
	Targeted Action		
	Stand Down	Virus no longer presents a major public health threat	Stand Down
Recovery	Recovery	Virus no longer presents a major public health threat	Recovery

State Library's Business Continuity Plan (BCP) sets out how we will prepare for and continue to operate after the disaster. As part of State Library's planning process, we have:

- identified core services, and what is needed to maintain services
- identified staffing arrangements, such as telecommuting, succession planning and cross-skilling
- sought to protect the health of staff and patrons
- developed a communications strategy for employees and patrons
- considered financial implications, such as cost increases and insurance

State Library's proposed actions comply with existing [Work Health and Safety Act 2011](#)

## 8.0 Managing staff during a pandemic

During a pandemic, State Library will ensure staff advice and management actions are clear, relevant, timely and accurate in order to:

- reduce panic and distress
- minimise staff absenteeism
- ensure an orderly return to normal operations.

Refer to the BCP for staff planning.

## Action Plan

This summary table complements the State Library BCP processes. All items in this checklist are designed to be considered concurrently, with the required processes identified in the BCP. The PMP is based on the QHIP. The actions for consideration should be read as being activated when Queensland Health has activated a status of “pandemic”.

### Legend:

CP: Collection Preservation Services Manager

EDCGO: ED Corporate Governance & Operations

IC: Influenza Coordinator (DPPL)

VSM: Visitor

M&C: Marketing & Comms

EMT: Executive Management Team

DPPL: Director, People, Projects & Learning

LP: Lead, Projects

LF: Lead, Facilities Operations

QHPIP Management Phase	Actions for Consideration	Lead
Preparedness  • No novel strain detected or emerging strain under initial investigation	1. Identify persons/area that will be responsible for pandemic influenza plan and influenza management – DPPL is Influenza Coordinator 2. Roles and responsibilities prepared for both Influenza Coordinator (IC) and Pandemic Management Committee (Crisis Management Team (CMT) and Influenza Coordinator (DPPL), WHS Advisory (LF) Representative) 3. IC to develop understanding of pandemic and its implications <ul style="list-style-type: none"> <li>a. Queensland Health Emergency Management Framework (refer to pg3 QHIP 2018)</li> <li>b. Human Resource Issues / Industrial Relations / Workplace Health &amp; Safety</li> </ul> 4. Records file maintained with key contacts across Government and lead agencies – to include community shut down practices and procedures, health care professionals, CAA, WHO, Commonwealth Dept of Health, Centre for Disease Control (CDC), Queensland Health 5. Identify critical business processes/services in the event of shutdown – critical ICTS & Collection Preservation 6. Organisation maintains a general watching brief on current global situation via credible sources 7. Review current PMP arrangements – biennially 8. Identify opportunities to increase the level of resiliency throughout the State Library	EDCGO Influenza Coordinator (IC) IC IC ICTS/CP IC LP IC IC LF LF LF LF

QHPIP Management Phase	Actions for Consideration	Lead
	<ul style="list-style-type: none"> <li>a. at start of each flu season offer Flu Vax for staff through CAA and communicate general hygiene procedures in all staff tea rooms and BOH toilets</li> <li>b. Communicate with unit managers the importance of good hygiene</li> <li>9. Identify backup for Influenza Coordinator – Lead, Facilities Operations (OH&amp;S)</li> <li>10. Identify basic hygiene and cleaning products eg soap, tissues, alcohol wipes</li> <li>11. Identify multiple suppliers of essential materials beyond normal contractual arrangements</li> <li>12. Identify feasibility of stockpiling – hand-washing gels and other cleaning products and PPE</li> <li>13. Develop cleaning procedures to be enacted in</li> <li>14. Develop a visitor policy that would become operational during pandemic (Phase 6a – 6d)</li> <li>15. Identify critical business dependencies and engage with suppliers and or contractors</li> <li>16. Review contracts with a view to maintaining supply</li> </ul>	<p>VSM VSM VSM LF LF</p>
<p>Alert and Lean-Forward</p> <ul style="list-style-type: none"> <li>• Sustained community person-to-person transmission overseas</li> </ul>	<ul style="list-style-type: none"> <li>1. Review suitability of existing policies or develop new policies and identify when such policies would be invoked               <ul style="list-style-type: none"> <li>a. Workplace hygiene and cleaning – establish procedures for cleaning work areas during level 6 for the contain and sustain (first and second waves) phases</li> <li>b. Procedures for minimizing social gatherings – internal and external meetings as well as client gatherings</li> <li>c. Pandemic illness and absenteeism management - reporting and recording processes established</li> <li>d. Identification of key service areas and ensure Citrix is arranged as a default for them to work from home in an emergency                   <ul style="list-style-type: none"> <li>i. Corporate Governance and Operations</li> <li>ii. Content and Client Services</li> <li>iii. Public Libraries and Engagement</li> <li>iv. OSL / Directorate</li> <li>v. Marketing &amp; Communications</li> <li>vi. Qld Library Foundation</li> </ul> </li> <li>e. Temporary redeployment of staff to areas impacted by a pandemic event to shore up business operations in the event that there is 30 – 50% absenteeism backfilling to be sourced according to the following:                   <ul style="list-style-type: none"> <li>i. <b>Visitor Experience:</b> Qld Memory, Content Management, Collection access</li> <li>ii. <b>Qld Memory:</b> Visitor Experience, Content Management</li> <li>iii. <b>Collection Access:</b> Visitor Experience, Content Management - reduced services</li> </ul> </li> </ul> </li> </ul>	<p>LP LF IC EMT / ICTS IC / BCP DCS  IC M&amp;C  IC / M&amp;C</p>

QHPIP Management Phase	Actions for Consideration	Lead
	<ul style="list-style-type: none"> <li>iv. <b>Content Management</b> – M&amp;C,</li> <li>v. <b>ICTS:</b> activate third party service contracts where appropriate and use of remote access for service provision</li> <li>vi. <b>Reception:</b> Increased use of casual staff</li> <li>vii. <b>Commercial Services:</b> Cross use of staff from Events, Exhibitions, Venue Hire, use of casual staff</li> <li>viii. <b>Public Libraries and Engagement:</b> Visitor Experience, Discovery</li> <li>ix. <b>Executive Management:</b> – as determined by the individual Program</li> </ul> <ol style="list-style-type: none"> <li>2. Exercise and test the procedures and processes above</li> <li>3. Consider part time activation of the Influenza Coordinator to monitor the situation via credible sources to keep management informed</li> <li>4. State Library maintains a heightened level of monitoring of the global situation via credible sources</li> <li>5. Develop communications strategies for staff and external dependencies clearly detailing what messages are to be sent out, by whom, at what stage and in what format</li> <li>6. Identify material suitable for the education of employees and how the education process would be conducted</li> </ol>	



<p>Stand up</p> <ul style="list-style-type: none"> <li>Cases detected in Australia</li> </ul> <p>Initial: When information about the disease is scarce</p> <p>Targeted: When enough is known about the disease to tailor measures to specific needs</p>	<ol style="list-style-type: none"> <li>Senior management activates pandemic management plan and monitors business activity</li> <li>Senior management contacts key dependencies to discuss and reaffirm actions</li> <li>Influenza coordinator fully activated</li> <li>Communication strategies initiated as detailed in Alert Phases 1-4</li> <li>Classification of staff into 2 categories (based on OSHA, <b><i>Guidance on Preparing Workplaces for an Influenza Pandemic 2009</i></b>):             <ol style="list-style-type: none"> <li>Medium exposure risks – (positions that require frequent, close contact (within 6 feet) exposures to other people) – all FOH positions</li> <li>Low exposure risks - (positions that do not require contact with people known to be infected with the pandemic virus, nor frequent close contact (within 6 feet) with the public) – BOH positions</li> </ol> </li> <li>SLQ maintains a heightened level of monitoring of the global situation via credible sources</li> <li>Initiate workplace policies as detailed in Alert Phases 1-4</li> <li>Communication strategies initiated as per table below             <ul style="list-style-type: none"> <li>Initiate workplace policies as detailed in Alert Phases 1-4 and communicate stay at home if unwell messages</li> </ul> </li> <li>SLQ maintains a heightened level of monitoring of the global situation via credible sources</li> <li>QPS lead agency to determine timing for:</li> <li>Government travel cancellations</li> <li>Temporary shutdown of non-essential services</li> <li>Mass mandatory vaccination</li> <li>Identify isolation room for any suspected cases of swine flu:             <ul style="list-style-type: none"> <li>Southbank - Room 1B on Level 1,</li> <li>Cannon Hill - The Carer's Room,</li> <li>Cairns – separate office space.</li> </ul> </li> <li>Implement stay at home and stand down procedures for staff who are unwell.</li> <li>BCP activated to appropriate level</li> <li>Senior management monitors staff wellbeing, and business activities especially in essential service areas</li> <li>Absenteeism management tracking and reporting to commence at Level 6a</li> <li>Influenza Coordinator to notify all EMT members and SMT that absenteeism management will commence. Request all managers to keep daily update of staff absenteeism on register. Influenza Coordinator to review at end of each day and report percentage of absenteeism to EDCGO noting any work units where absenteeism is greater than 20%.</li> <li>Communication strategies initiated as detailed table below</li> </ol>	<p>EDCGO EMT IC</p> <p>M&amp;C EMT</p> <p>M&amp;C / IC</p> <p>M&amp;C / IC</p> <p>M&amp;C / IC</p>
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	22. Initiate workplace policies 23. Stay at home policy enacted for all staff and family members who are sick/suspected of having influenza 24. Close the use of carer's room to all staff and family members 25. Social distancing practices enacted – in medium risk areas as mentioned above 26. Social distancing to be considered in BOH Areas 27. Support Work from Home for all non-essential services 28. Senior management monitors staff wellbeing, and business activities especially in essential service areas 29. Track absenteeism and report to senior management 30. Communication strategy initiated 31. Identify staff who have recovered from illness to support recovery process as these staff should have immunity in the event of a second or third wave	EDCGO/EMT
Stand Down and Recovery <ul style="list-style-type: none"> <li>• Virus no longer presents a major public health threat</li> </ul>	1. Business continuity plan activated to the level appropriate 2. Senior management monitors staff wellbeing and business activities especially in essential service areas 3. Track absenteeism and report to senior management 4. Communication strategies initiated as detailed in table below 5. Initiate workplace policies as detailed 6. Identify staff who have recovered from illness to support recovery	DCS / ET

## Communication Plan

The Manager, Marketing and Communications (MM&C), or delegate, is the responsible Communications Liaison Officer (CLO) during any crisis or emergency.

The CLO is charged with representing the State Library brand and the public perception of State Library patrons, and help guide the CMT to optimal resolutions in terms of the ongoing positioning of State Library.

The CLO works closely with the Arts Queensland (AQ) communications team in parallel to communications between the CMT Chair and the Minister's Office and/or the Director-General and/or Deputy Director-General.

The Internal Communications Coordinator will work closely with the Communications Team and the CMT in the event of a crisis.

Sequence	Who	Send to Who	Details	Done
Preparedness	EDCGO	EMT	Bi-weekly via email or SMS	<input type="checkbox"/>
Alert and Lean Forward	Internal Comms	All staff	Bi-weekly updates to staff via email or SMS	<input type="checkbox"/>
Stand Up	MM&C / Internal Comms	All staff Public	Daily/B-Weekly/Weekly (as appropriate) via email or SMS Notices in Public Areas – toilets, information desks, reception and What's On display cases	<input type="checkbox"/>
Stand Down and Recover	EDCGO/ Internal Comms	All staff	Bi-weekly via email or SMS	<input type="checkbox"/>

## Appendix 8: Personal Protective Equipment (PPE) for COVID-19

### Selection

State Library engage Springmount to provide cleaning services. They also provide training to State Library staff who will be involved in cleaning.

Front-of-house areas that are frequented by public have a regular cleaning schedule in place. Springmount staff and State Library personnel are provided sufficient PPE supplies and equipment to safely perform this task.

The following PPE has been selected across all sites:

- Hand sanitiser pump bottles and auto-dispenser stations
- Hospital Grade Disinfectant – Oxivir Five (TGA Certified)
- Hospital Grade Disinfectant Wipes – Oxivir TB Wipes
- Paper Towels
- Tissues
- Gloves
- Protective Screen Barriers
- Face Masks

### Utilisation

The selected PPE is used in the following ways:

#### Hand sanitiser pump bottles and auto-dispenser stations

These are positioned near all entry points to ensure staff and public are provided with sanitisation products before moving through the buildings. Signage is also placed at the sanitising station for auto dispensers on the wall.

#### Hospital Grade Disinfectant – Oxivir Five (TGA Certified)

Oxivir Five disinfectant is provided for all spray sanitising of surfaces and equipment. This is provided both in the front-of-house areas and staff kitchenettes for use as required. Oxivir Five is TGA certified to eliminate COVID-19 from surfaces.

#### Hospital Grade Disinfectant Wipes – Oxivir TB Wipes (TGA Certified)

Oxivir TB wipes are supplied as another option for sanitising surfaces and equipment. This is used when spray is not suitable on electronic equipment or surfaces. Oxivir TB is TGA certified to eliminate COVID-19 from surfaces.

## **Paper Towel**

Paper towel is provided as a single use consumable to clean surfaces with the disinfectant spray and dispose of in general waste. This is a preferred method of microfibre cloths due to the continuous washing regime required with cleaning cloths.

## **Tissues**

Tissues are supplied throughout the sites as a primary method for containing illness. They are a single use item that can be disposed of in general waste.

## **Gloves**

Non-sterile gloves are provided for handling external product or items that enter the State Library sites. The mailroom activities have employed the use of gloves for handling all external mail entering the building and sorting as required. This will be evaluated through a risk management process if activities require the use of gloves. Queensland Health has indicated the use of gloves in touching surfaces can actually increase the transmission of COVID-19 so the use is very restricted within the State Library sites. Gloves are provided and wearing is not mandatory except if cleaning an area that was used by someone suspected or confirmed to have been infected.

## **Face Masks**

Face masks are supplied in limited quantities and wearing is not mandatory at State Library sites. Unless required for a specific activity related to State Library operations, face masks are a personal choice for staff to wear while onsite. Health authorities have advised that only the people with a COVID-19 infection should wear a mask to prevent infecting others. There is no need for healthy people to be wearing a face mask.

## **Protective Screen Barriers**

Protective screen barriers are used throughout the public spaces at the State Library sites. This is primarily implemented at service counters to protect staff and public from the transmission of COVID-19 through sneezes or coughs. Barriers also provide a level of comfortability for staff and public for any customer engagements at service desks.

## **DISPOSAL**

PPE can be disposed of into the general waste bin.

Cleaners empty rubbish bins twice daily with designated waste bins for the sanitising of front-of-house equipment within the State Library.

Detailed procedure in disposal of PPE can be found on the link.

[https://www.worksafe.qld.gov.au/data/assets/pdf\\_file/0005/191678/covid-19-overview-and-guide.pdf](https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf)