

# Fulton Hogan Australia

## COVID-19 Frequently Asked Questions (FAQs)

**Internal Purposes Only. Version: 15 January 2021**

*The purpose of this document is to provide guidance and support to Fulton Hogan Australia employees on how to respond to the COVID-19 pandemic. This document should be read in conjunction with the COVID-19 Scenario flowcharts.*

**As COVID-19 is a dynamic and evolving situation, Fulton Hogan may need to revise and re-issue these Guidelines as required.**

**The Fulton Hogan response will be in accordance with advice provided by the Australian and the relevant State or Territory Government Department of Health of which some guidelines can be subject to interpretation. Fulton Hogan will generally err on the side of caution to protect the health & safety of all employees and the greater public.**

<b>Health and Wellbeing</b>	
<b>Question</b>	<b>Answer</b>
<p>What can I do to minimise the risk to myself and others?</p>	<p>There are several simple things you can do to minimise the risk of contracting the virus and transmitting it. These include:</p> <ul style="list-style-type: none"> <li>• Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.</li> <li>• Maintain at least 1.5 metres (4.5 feet) distance between yourself and others.</li> <li>• Avoid touching eyes, nose and mouth.</li> <li>• Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.</li> <li>• Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance.</li> <li>• Keep up to date on the latest internal COVID-19 updates and also refer to the Department of Health website <a href="https://www.health.gov.au/">https://www.health.gov.au/</a> and the government website in your relevant State or Territory.</li> </ul>
<p>What proactive measures has Fulton Hogan taken to ensure the safety of our people?</p>	<p>Fulton Hogan takes this matter very seriously and has established a process for standing up a national COVID-19 Response Group as required during outbreaks. In order to protect our people and help stem the risk of spreading COVID-19 Fulton Hogan has implemented the following restrictions across the business:</p> <ul style="list-style-type: none"> <li>• <b>Business Travel Restrictions</b></li> </ul>

	<p>Fulton Hogan has introduced travel restrictions for employee business travel both internationally and domestically. All international travel for work purposes is banned until further notice.</p> <p>All employees of Fulton Hogan are required to minimise all work related non-essential domestic travel.</p> <ul style="list-style-type: none"> <li>• If you need to travel interstate for essential work you need to seek approval from the relevant GM and you must comply with all State or Territory border controls and requirements.</li> <li>• If you need to return home from an Interstate Project location and are required by the relevant State or Territory to self-isolate for 14 days please inform your direct manager and HR representative.</li> <li>• <b>Conferences/Seminars/Meetings restrictions</b></li> </ul> <p>We need to continue to minimise face to face contact between workgroups within or across Fulton Hogan.</p> <p>If face to face contact is considered business critical and must take place, Fulton Hogan employees need to follow the relevant State or Territory requirements with respect to physical distancing. As an example, use larger rooms to allow physical distancing between people.</p> <ul style="list-style-type: none"> <li>• <b>Increased intensity of our cleaning operations</b></li> </ul> <p>We have prepared a COVID-19 Cleaning Guideline to provide assistance to our teams to ensure our cleaning is of the highest possible standard at this time.</p> <ul style="list-style-type: none"> <li>• <b>Guidelines and support material for our people and managers</b></li> </ul> <p>We have prepared a number of guidelines to assist our people and managers respond to this unprecedented event. This includes guidelines for the following:</p> <ul style="list-style-type: none"> <li>• Leave Arrangements</li> <li>• Working from Home</li> <li>• Physical Distancing in the Workplace</li> <li>• Cleaning Protocols for the Workplace</li> </ul> <p>As the COVID-19 pandemic continues to evolve we will continue to develop guidelines and procedures to assist our people.</p>
<p>Which government website should I refer to if I require additional information regarding COVID 19 rules and regulations?</p>	<p>Each State and Territory government have different rules and regulations with respect to managing COVID 19. It is important that you refer to your relevant government authority to stay up to date. Each government website is provided below:</p> <ul style="list-style-type: none"> <li>• <b>Victoria</b> - <a href="https://www.dhhs.vic.gov.au/coronavirus">https://www.dhhs.vic.gov.au/coronavirus</a></li> <li>• <b>New South Wales</b> - <a href="https://www.nsw.gov.au/covid-19">https://www.nsw.gov.au/covid-19</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Queensland</b> - <a href="https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19">https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19</a></li> <li>• <b>South Australia</b> - <a href="https://www.covid-19.sa.gov.au/">https://www.covid-19.sa.gov.au/</a></li> <li>• <b>Northern Territory</b> - <a href="https://coronavirus.nt.gov.au/">https://coronavirus.nt.gov.au/</a></li> <li>• <b>Tasmania</b> - <a href="https://coronavirus.tas.gov.au/">https://coronavirus.tas.gov.au/</a></li> <li>• <b>Federal</b> - <a href="https://www.health.gov.au/">https://www.health.gov.au/</a></li> </ul>
<p>What if I have contracted COVID-19?</p>	<p><b>Do not go to work.</b> Follow all advice provided by the Department of Health in your relevant State or Territory and your health professional.</p> <p>Contact your direct manager by phone to discuss leave arrangements and provide them with written confirmation of the COVID-19 diagnosis.</p> <p>Remain at home in self-isolation until you have been cleared by health professionals / your health practitioner and are fit to return to work.</p>
<p>What if I have symptoms of COVID-19?</p>	<p><b>Do not go to work.</b> As with any illness, if you are unwell you should stay home and/or seek medical attention until you are fit to return to work.</p> <p>If you are showing any of the following COVID-19 symptoms, please contact your direct manager by phone. Do not go to work, and if you are at work call your manager and leave the site immediately.</p> <ul style="list-style-type: none"> <li>• fever</li> <li>• coughing</li> <li>• sore throat</li> <li>• shortness of breath</li> </ul> <p>If you have serious symptoms such as difficulty breathing, call 000 for urgent medical help.</p> <p>Get tested as soon as possible and/or call the National Coronavirus Helpline <b>1800 020 080</b>. All advice provided by the Department of Health in your relevant State or Territory and/or health practitioners should be followed.</p> <p>Keep your direct manager informed by phone. If you are required to self-isolate, written confirmation from a registered medical practitioner and/or Health department may need to be provided to your manager.</p>
<p>If I need to self-isolate or I have the COVID-19 virus who can I contact to</p>	<p>Please contact your direct manager or your HR representative if you have any questions regarding Fulton Hogan’s position on leave arrangements. Please follow the self-isolation guidelines</p>

<p>discuss leave arrangements?</p>	<p>issued by the government department in your relevant State or Territory.</p>
<p>I am really concerned because I have an existing medical condition that makes me particularly vulnerable at the moment. What should I do?</p>	<p>Please contact your direct manager and/or your HR representative to discuss your medical condition and concerns and seek advice about potential alternative working arrangements. This also applies to individuals who may be caring for someone at home who is considered vulnerable. Fulton Hogan are following the direction from the Department of Health with respect to those that are considered vulnerable or most at risk of serious infection. They are:</p> <ul style="list-style-type: none"> <li>• people with chronic conditions or compromised immune systems (such as people who have cancer)</li> <li>• people aged 65 years and over with chronic medical conditions</li> <li>• people 70 years and over</li> <li>• Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic conditions</li> <li>• people with a disability</li> <li>• people in group residential settings (such as aged care facilities).</li> </ul>
<p>With all this media attention I am starting to feel really worried and anxious and I am struggling to focus on my work?</p>	<p>We know that this is a difficult time for many. We ask that you try and stay calm, read the information from the Department of Health and talk to your direct manager. We also remind you of our EAP program, Assure Programs on 1800 808 374, Beyond Blue or Lifeline should you require additional support.</p>
<p>I am concerned about one of my colleagues and I suspect they may have COVID 19 symptoms and they are at work?</p>	<p>We ask that you stay calm, be respectful and raise it with your direct manager or HR representative.</p>
<p>If I have been to a declared Hot Spot or Case Location during a potential exposure period what should I do?</p>	<p>Follow the advice given by the relevant State or Territory government department and immediately contact your Manager and relevant HR representative.</p> <p>Do not come to work until you have clearance from the relevant government health department or your medical practitioner and your manager.</p>
<p>I am confused about what close contact is and what is limited or casual contact?</p>	<p>Close contact and casual contact has been defined by the Federal Department of Health as follows:</p> <p><b>Close contact is:</b></p> <ul style="list-style-type: none"> <li>• face-to-face contact in any setting with a confirmed or probable case, for 15 minutes or more. This is cumulative over the course of one week. It starts from 48 hours before the onset of symptoms in the confirmed or probable case.</li> <li>• sharing of a closed space with a confirmed or probable case for a prolonged period (e.g. more than 2 hours). This is in the period extending from 48 hours before onset of symptoms in the confirmed or probable case.</li> </ul>

	<p><b>Casual/limited contact:</b></p> <ul style="list-style-type: none"> <li>defined as having been face to face with the person with COVID-19 for less than 15 minutes, or in the same closed space for less than 2 hours.</li> </ul> <p>Please also refer to your relevant State and Territory government website for additional information regarding close and casual contact.</p>
<p>I have been in contact with someone confirmed with COVID-19 in the last 14 days. What do I do now?</p>	<p>If you have been advised by the Department of Health (Australia) or another State or Territory government department that you have been in either close or casual/limited contact with someone confirmed with COVID-19 in the last 14 days, do not come to work and follow the advice given by the relevant State or Territory government department.</p> <p>Keep your direct manager informed by phone. If you are required to self-isolate, written confirmation from a registered medical practitioner and/or Health department may need to be provided to your manager.</p>
<p>What is self-isolation?</p>	<p>The Australian government has put together a Home Isolation Health Alert that can be accessed here: <a href="https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/self-isolation-self-quarantine-for-coronavirus-covid-19">https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/self-isolation-self-quarantine-for-coronavirus-covid-19</a>. Also visit your relevant State or Territory website for specific information on isolation and quarantine requirements for your area.</p> <p>Note that self-isolation has many restrictions around your interaction with work, your family and the greater community.</p>
<p>What is our immediate response plan on-site if an employee/worker is diagnosed with COVID-19?</p>	<p>Ensure the affected employee is isolated and seeking the appropriate medical advice. Understand personnel who may have also come into close contact with the affected employee too. Contact your General Manager immediately. The General Manager will then talk the COVID-19 Response Group and agree appropriate action for the site/project team.</p>
<p>Have Fulton Hogan increased the cleaning efforts across the business to ensure the safety of our people?</p>	<p>Yes, all of our sites and offices have increased their cleaning activities to ensure that our workplaces remain clean during this pandemic. Guidelines have been developed for managers to provide advice on additional measures that can be taken - <a href="#">COVID-19 Preventative cleaning - Guideline – Au.</a></p> <p>We encourage all employees to also be diligent around their own workspace and to clean down with cleaning products that have been provided across our business.</p>

## Working from Home and Finances

<p>Can I work from home?</p>	<p>The Australian Government has been very clear on its support for our industry to ensure that the country is positioned to emerge strong and resilient from the ongoing COVID-19 pandemic. As a company that provides essential services for the community, employs thousands of Australians and supports many other suppliers and contracting businesses, we need to work together on sustainable ways to keep our doors open for business during this challenging time.</p> <p>Requirements to work from home will be different in each State and Territory. Please talk to your manager and/or your HR representative about the specific requirements in your State or Territory.</p> <p>The ability to work from home will be different for each role. If your preference is to work from home, please speak to your manager to see if this is an option.</p> <p>This period can be very stressful, if you require assistance we recommend you call our EAP provider, Assure Programs on 1800 808 374 or contact Beyond Blue or Lifeline for additional support.</p>
<p>My children's school has closed and the kids have been sent home. Am I able to work from home?</p>	<p>Please talk to your direct manager to see if there is a working from home option for you.</p> <p>Employees who work from home will need to ensure that they have suitable child care/carer arrangements in place. If this is a challenge in the current COVID-19 circumstances please talk to your direct manager or relevant HR representative to agree alternative arrangements such as modifying/staggering your hours of work around childcare arrangements or taking leave.</p>
<p>My State Premier has applied greater restrictions in my State compared to other States in Australia. What should I do?</p>	<p>Fulton Hogan employees must comply with the relevant State and Territory COVID-19 restrictions and controls in relation to travelling to and from work and working from home (if this option is available to you). Please talk to your direct manager and/or your HR representative if you require further clarification.</p>
<p>I am worried about my financial situation. Where can I get some free financial advice?</p>	<p>The Federal Government has established a National Debt Hotline: <a href="https://ndh.org.au/">https://ndh.org.au/</a></p> <p>This period can be very stressful, if you require additional assistance we recommend you also call our EAP provider, Assure Programs for free and confidential financial counselling on 1800 808 374 or contact Beyond Blue or Lifeline for additional support.</p>

<b>Travel (Domestic and International)</b>	
<p>I've arrived back in the country from overseas and am required by the Government to self-isolate in hotel quarantine for 14 days. What do I need to do now?</p>	<p>Fulton Hogan employees who have arrived in Australia from overseas must immediately advise their direct manager and self-isolate in hotel quarantine for 14 days as per the Government guidelines.</p> <p><a href="https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-restrictions/coronavirus-covid-19-advice-for-international-travellers#quarantine-for-incoming-travellers">https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-restrictions/coronavirus-covid-19-advice-for-international-travellers#quarantine-for-incoming-travellers</a></p> <p>Also visit your relevant State or Territory website for specific information on isolation and quarantine. Note that the cost of hotel quarantine and other associated expenses is the responsibility of the employee.</p> <p>Written confirmation of the need to self-isolate (i.e. travel itinerary) will need to be provided to your direct manager and work with your manager to agree leave arrangements.</p>
<p>I've booked an overseas holiday. Should I go and what happens if I go?</p>	<p>All overseas travel is currently banned by the Australian Government, with few exceptions. Please check the Federal Government website for further guidance.</p>
<p>What if I haven't been overseas in the last 14 days, but a person in my family has?</p>	<p>The family member that has recently returned from overseas must follow government guidelines to self-isolate in hotel quarantine.</p> <p>Keep your direct manager informed..</p>
<p>Can I travel interstate for work?</p>	<p>All employees of Fulton Hogan are required to minimise all work related non-essential interstate travel..</p> <p>Any work-related essential interstate travel must be approved by the relevant GM, with all relevant border restrictions and State or Territory Government requirements adhered to.</p> <p>If you need to return home from an Interstate Project location and are required by the relevant State or Territory to self-isolate for 14 days please inform your direct manager and HR representative immediately.</p>
<p>Can I travel within the state to a Project site for a review?</p>	<p>All employees should refer to State and Territory requirements prior to any work related travel intrastate. If you are unsure please speak to your local HR representative and/or Safety representative.</p>

	<p>Consistent with the government direction, Fulton Hogan employees need to follow the relevant State or Territory physical distancing requirements and decrease our face to face interaction as much as possible.</p> <p>In summary;</p> <ul style="list-style-type: none"> <li>• There shall be no unnecessary face to face contact between workgroups within or across Fulton Hogan;</li> <li>• Strictly no interstate travel without approval from the relevant GM (this includes airline travel and car travel);</li> <li>• Use skype or similar technologies to run the review even with those who may be in the same building;</li> <li>• If the review is considered business critical and must take place in person, use larger rooms to allow the recommended physical distancing in accordance with State or Territory requirements.</li> </ul> <p>If you have additional questions please speak to your direct manager or HR representative.</p>
<p>I have been on an interstate holiday and the State government border requirements changed while I was away. I now cannot return home/to my normal place of work. If I cannot work from home, what should I do?</p>	<p>Refer to and comply with the travel and border control advice issued by your relevant State or Territory government.</p> <p>Please inform your direct manager and HR representative as soon as possible. Fulton Hogan will assess on a case by case basis with respect to working remotely and/or leave arrangements.</p>
<p>I have booked an interstate holiday and my State Premier has just revised the border restrictions and I will need to self-isolate in hotel quarantine for 14 days on return. Should I go?</p>	<p>You should be complying with all travel and border control requirements issued by your relevant State or Territory government.</p> <p>If you decide to proceed and go on holiday, you will be required to take accrued leave or leave without pay for the period you are in hotel quarantine on return and/or for the period you are prevented from returning to your normal place of work.</p> <p>Please inform your direct manager and HR representative as soon as possible.</p>
<p><b>External Parties – Clients, Subcontractors, Suppliers and Consultants</b></p>	
<p>What do I do if I receive a COVID-19 related letter or notification from a subcontractor or supplier?</p>	<p>All notifications should be sent to your Project/Site Manager, Project Commercial Manager and State Commercial &amp; Risk Manager. They will then seek the appropriate internal advice and ensure a consistent response.</p>
<p>Does the Fulton Hogan travel and self-isolate policy apply to our</p>	<p>Anyone who has arrived in Australia from overseas (for business or personal travel) must immediately self-isolate in hotel quarantine as per Federal, State or Territory Government requirements.</p>

<p>subcontractors and suppliers?</p>	<p>We are also encouraging all subcontractors to develop a risk management plan that addresses the potential impact of the COVID-19 on their workforce, the workplace and their supply chain.</p>
<p>What do I do if a client is asking for advice about the nature and extent of COVID-19 delays?</p>	<p>Please direct all of these enquires to your Project/Site Manager, Project Commercial Manager and State Commercial &amp; Risk Manager (please note that this role may not be applicable in some Fulton Hogan businesses). They will then seek the appropriate internal advice and ensure a consistent response.</p>
<p>My client wants to know what Fulton Hogan are doing to manage and mitigate the impact of the COVID-19?</p>	<p>Fulton Hogan is actively monitoring and assessing the situation in order to protect our people and help stem the risk of spreading COVID-19 in the community. Please direct any enquires to your Project/Site Manager and they will have the relevant information in order to respond.</p>
<p><b>Physical Distancing in the Workplace</b></p>	
<p>Can I still organise a meeting with my team?</p>	<p>Fulton Hogan employees need to follow the Fulton Hogan Physical Distancing Guidelines, developed to be consistent with Government direction, and decrease our face to face interaction as much as possible. Refer to <b>Fulton Hogan’s Physical Distancing Guidelines</b>.</p> <p>In summary;</p> <ul style="list-style-type: none"> <li>• There shall be no unnecessary face to face contact between workgroups across Fulton Hogan;</li> <li>• Use Skype or similar to run the review even with those who may be in the same building;</li> <li>• If the review, meeting or attendance is considered business critical and must take place in person, use larger rooms to allow the required physical distancing between people in accordance with State or Territory requirements.</li> </ul> <p>If you have additional questions please speak to your Manager or HR representative.</p>
<p>What do I do if I think I am sitting too close to my colleague in the office?</p>	<p>Fulton Hogan employees need to follow the Fulton Hogan Physical Distancing Guidelines, developed to be consistent with Government direction, and decrease our face to face interaction as much as possible. Refer to <b>Fulton Hogan’s Physical Distancing Guidelines</b>.</p> <p>All Fulton Hogan enclosed office environments (within head offices and project site offices) must comply with the physical distancing requirements that are defined by the relevant State or Territory.</p> <p>Please speak to your direct manager about an alternative location in your office for you to work or speak to your HR representative.</p>

<p>If we follow the physical distancing rules then my crew cannot go into the crib shed for lunch together or have a toolbox?</p>	<p>Depending on the size of your crew/team and the size of the crib shed this may be correct. All enclosed Fulton Hogan offices and sites must comply with the physical distancing requirements that are defined by the relevant State or Territory.</p> <p>We need to implement alternative arrangements in these challenging circumstances. Please consider</p> <ul style="list-style-type: none"> <li>• Stagger lunch and meeting times to allow a maximum number of employees to access the crib shed at different times;</li> <li>• Weather permitting, have lunch or meeting outside whilst still observing the physical distancing rules; and</li> <li>• If anyone is feeling unwell they must go home.</li> </ul>
<p><b>Other Resources</b></p>	
<p>Do you have any other resources I can refer to for assistance?</p>	<p>If you want more information or require assistance we recommend the following organizations:</p> <ul style="list-style-type: none"> <li>• <a href="https://www.health.gov.au/">https://www.health.gov.au/</a></li> <li>• Victoria - <a href="https://www.dhhs.vic.gov.au/coronavirus">https://www.dhhs.vic.gov.au/coronavirus</a></li> <li>• New South Wales - <a href="https://www.health.nsw.gov.au/Infectious/covid-19">https://www.health.nsw.gov.au/Infectious/covid-19</a></li> <li>• Queensland - <a href="https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19">https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19</a></li> <li>• South Australia - <a href="https://www.covid-19.sa.gov.au/">https://www.covid-19.sa.gov.au/</a></li> <li>• Northern Territory - <a href="https://coronavirus.nt.gov.au/">https://coronavirus.nt.gov.au/</a></li> <li>• Tasmania - <a href="https://coronavirus.tas.gov.au/">https://coronavirus.tas.gov.au/</a></li> <li>• EAP program, Assure Programs on <b>1800 808 374</b></li> <li>• <a href="https://www.beyondblue.org.au/home">https://www.beyondblue.org.au/home</a></li> <li>• <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a></li> </ul>
<p>Who do I go to if I have additional questions?</p>	<p>Please speak to your manager or your HR or Safety representative and they will forward the question to the COVID-19 Response Group. As COVID-19 is a dynamic and evolving situation these FAQ's will be updated as required.</p>