



COVID-19: Our Response

The safety and wellbeing of our people and community are of the utmost importance to us. Like many organisations, we are taking active steps and precautionary measures in responding to the COVID-19 pandemic. I understand the pressure this is placing on everyone and I want to reassure you we are with you during this time and we continue to be prepared in this evolving situation.

How prepared is Coal Services generally?

Our COVID-19 approach is to manage the situation through our Pandemic Plan, business continuity plans and our Pandemic Response Team in a balanced, calm and measured way, acting swiftly and communicating clearly. We are trying to maintain a quality of continuous service to you, to protect the wellbeing of our people, and to minimise the damage or impact that COVID-19 may have on our normal business operations.

We have implemented safeguards that meet official Australian Government COVID-19 guidelines and taken additional steps as the welfare of our community is at the forefront of our thinking, but we are also focused on continuing to offer our clients the quality of service to which they are accustomed.

Business continuity - supporting you

Coal Services is committed to supporting you. We are monitoring the COVID-19 situation daily and will keep you informed if there are any changes.

Our technology supports our people to be able to work wherever they need to be based. They have access to video conferencing and collaboration tools to enable remote working and limit face to face meetings. Our people will continue to be available through the normal communication channels. Our IT solutions allow for work records and matters to be accessed securely by employees. We are implementing and modifying our plans as circumstances change.

Meetings and events

While our businesses remain open, we have encouraged our people to work remotely from home to assist in managing the risks of COVID-19.

All face-to-face meetings and/or seminars have transitioned to phone and videoconferencing where possible to maintain business continuity. Mines Rescue has resumed onsite training while adhering to relevant COVID-19 precautionary measures as recommended by the NSW Government.

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Health and wellbeing/hygiene practices (add hand sanitiser)

We have increased our cleaning practices, provided additional hygiene products (including hand sanitiser and face masks), and have signage prominently displayed throughout our offices to remind our people to use preventative measures when coughing and sneezing, and to avoid hand shaking and maintain physical distancing. A free and confidential counselling service is available, and we are providing information and resources on mental health impacts regarding this uncertain time.

Communications

Workplace communication channels have been activated to ensure open and continuous communications with our employees and customers.

The Coal Services website (www.coalservices.com.au) will be updated with the latest information about our business operations.

Containment measures

Customers, contractors, visitors and suppliers have been asked to not visit our offices in the following circumstances:

- if they are unwell;
- if, in the last 14 days, they have returned to or arrived in Australia from any other country; or
- have recently travelled from or transited through high risk or moderate risk countries
- have travelled within Victoria or attended and been in contact with anyone that attended any of the known NSW hot spots identified by NSW Health in the last 14 days;
- if they have been in close contact with a person who is suspected or confirmed as having COVID-19.

Please refer to attachments.

Coal Mines Insurance

It is business as normal subject to COVID-19 precautionary measures. Our people continue to be accessible and will contact you on your current matters.

Coal Mines Technical Service

Where possible, and based on customers' requests, both the CMTS and Occupational Hygiene teams are operating as business as normal; performing both statutory and commercial services (including Order 40 and Order 42).

All technicians are wearing appropriate PPE in field, continue to conduct risk assessments and have put controls in place to continue to provide essential services.

CS Health

We have been gradually resuming our service provision since mid-May as a result of certain COVID-19 restrictions being eased. All of our medical, treatment and rehabilitation services have now recommenced including pre-placement and periodic medical assessments, functional capacity evaluations, mines rescue medicals and onsite and mobile health van services.

It should be noted that we continue to follow physical distancing and infection control protocols, including additional cleaning precautions.

Services from our Singleton office

Over the last few months we have met regularly with the NSW Minerals Council regarding our service provision and the interruptions caused by COVID-19. Compliance with Order 43 remains industry's main priority and we have continued to provide updates to the NSW Resources Regulator in relation to this matter.

In consultation with the NSW Minerals Council, we have made the decision to limit our services from our Singleton offices as there are a large number of Order 43 periodic medical assessments due in the Northern region.

Therefore, the CS Health office in Singleton will only offer the following services:

- Order 43 periodic medical assessments
- Site access periodic medical assessments
- Mines Rescue medical assessments
- Single services (drug and alcohol, chest x-rays)

This temporary measure will remain in place for the remainder of the year to focus on periodic medical assessment appointments.

All pre-placement medical assessments and site access only assessments will continue to be conducted at our offices in Speers Point, Lithgow, Woonona and Mudgee.

Chest X-Rays

Chest x-ray services have resumed at our Singleton office, including drop in and standalone appointments. Our external chest x-ray providers have also confirmed they are now operating as normal.

Order 43 External Doctor Network

CS Health ceased accredited providers performing Order 43 medicals for the coal industry as per our duty of care under our legislated responsibilities, until we could assess their ability to adhere to the Department of Health requirements. Several Order 43 External Providers have responded to this request and these Doctors have been advised they may continue to provide Order 43 medical services.

CS Health has been in regular contact with the Order 43 External Doctors to confirm that they have appropriate risk controls in place to ensure the health of both the medical professionals and the coal mining workers attending medical practices. To date, a number of providers have met the requirements and an up-to-date list of those practitioners can be found at

<https://www.coalservices.com.au/mining/workplace-safety-and-compliance/regulation-and-compliance/order-41-3/medical-practitioners-and-provider-training/>.

We also note that some Order 43 External Medical Providers, where their primary function is General Practice, have withdrawn from offering Order 43 medical services for now. Our website will remain updated with all current providers meeting the updated conditions of service.

CS Health Gymsnasiums

Our gymnasiums are now open to our treatment and rehabilitation clients subject to COVID-19 precautionary measures; however, they remain closed to retired mine workers and the general public. We will review this further once physical distancing and other restrictions are eased.

Mines Rescue

Our critical priority at this time is to ensure that Mines Rescue remains equipped to provide critical emergency response services to industry. We have controls in place to ensure response capability is maintained outside of our training commitments, such as ensuring Duty Officers are isolated from training operations.

NSW Mines Rescue recommenced training a wider range of courses from Monday, 1 June 2020. This change allows us to recommence the 2020 training plans for operations based on sites' risk management standards.

Wherever possible, we will continue to carry out our commercial work.

We have evolved our training to utilise online/e-learning capabilities, where possible and practical, to maintain trainee's learning and continue our service provision.

We are pleased to inform you that we will be moving the following courses to an online/e-learning platform delivery:

- RII40415 – Certificate IV in Underground Coal Operations
- RII50915 – Diploma of Underground Coal Mining Management

Other health and safety preventative measures have been implemented at each Mines Rescue station to screen attendees, customers and suppliers on arrival and to minimise potential exposure while at our training facilities. These include:

- Class size limited to meet social distancing guidelines
- Temperature and COVID-19 pre-screening on attendance at the station
- Mines Rescue employees wearing full PPE and mask
- Name and details recorded on entry in log
- Written health questionnaire completed by participant to confirm they have no signs of COVID-19
- COVID-19 information PowerPoint presentation given to participants at the beginning of each class to explain Mines Rescue control measures and responsibilities of course participant (see attachment: 202003_MinesRescueCOVID10.pdf)
- Social distancing of a minimum of 1.5m and at least 4 square metres of space per person allowed in our training rooms
- Increased hand wash and sanitiser units installed at the stations

- Increased hygiene controls for the handling and washing of emergency response equipment
- Specific control measures developed for using and handling used breathing apparatus
- Strategic door opening protocols to reduce touch surfaces
- Modifications to group lunch/meal arrangements to maintain social distancing
- Removal of tea and coffee facilities
- Rigorous cleaning protocols for site and equipment (especially touch point areas).

We are following the Australian Government's advice and taking considered action to ensure the health, safety and wellbeing of our people and community. We have taken the following precautionary measures and we have made the following changes to these scheduled events:

- All of the underground mines rescue competitions, in addition to the Southern Mines Rescue BG4 event have been postponed.
- The Southern Mines Rescue's CABA competition has been cancelled for 2020.
- The Hunter Valley Open Cut competition has been cancelled for 2020.

We understand the importance of these events, however the health and safety of our workers, brigades and industry remain our first priority at this time and we are doing all that we can to stop the spread of COVID-19.

We recognise that these are uncertain and upsetting times and our thoughts go out to the people who have been directly affected by this extraordinary situation as well as to the healthcare and other frontline employees dealing with the virus and keeping communities safe.

Other Statutory Orders

It is business as normal.

We will continue to keep you informed of any changes as this pandemic rapidly evolves. We will ensure our website www.coalservices.com.au remains up to date with our latest position. You should also visit www.health.gov.au for ongoing updates from the Australian Government.

This is a challenging time for our society as the next phases of the virus outbreak are uncertain. We thank you in advance for your cooperation.

Please reach out to your regular point of contact. We have a robust infrastructure in place, including telecommuting and remote working, which ensures that you should always be able to contact us.

Lucy Flemming
Managing Director/CEO

12 August 2020

Attachments

COVID-19 Conditions of Entry



COVID-19 SAFETY Conditions of Entry

For the safety and wellbeing of our employees, customers and the community, when visiting our premises please

DO NOT ENTER if:

- you are feeling unwell with a cough, sore throat, shortness of breath or fever; or
- if you have a diagnosed or suspected case of COVID-19 (or you have been in contact with someone who has); or
- if you have travelled overseas in the last 14 days; or
- if you have travelled to/from Victoria in the last 14 days; or
- if you have been in a COVID-19 hot spot in the last 14 days.

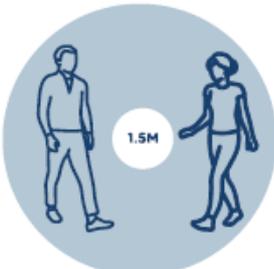
A record of your name, contact number or email is required to be maintained for 28 days. Your information will be stored confidentially and securely and will only be used for the purpose of tracing COVID-19 infections.



Stay at home if you are unwell



Cover coughs and sneezes



Where possible stay 1.5m apart



Comply with all instructions on site



Wash or sanitise hands regularly

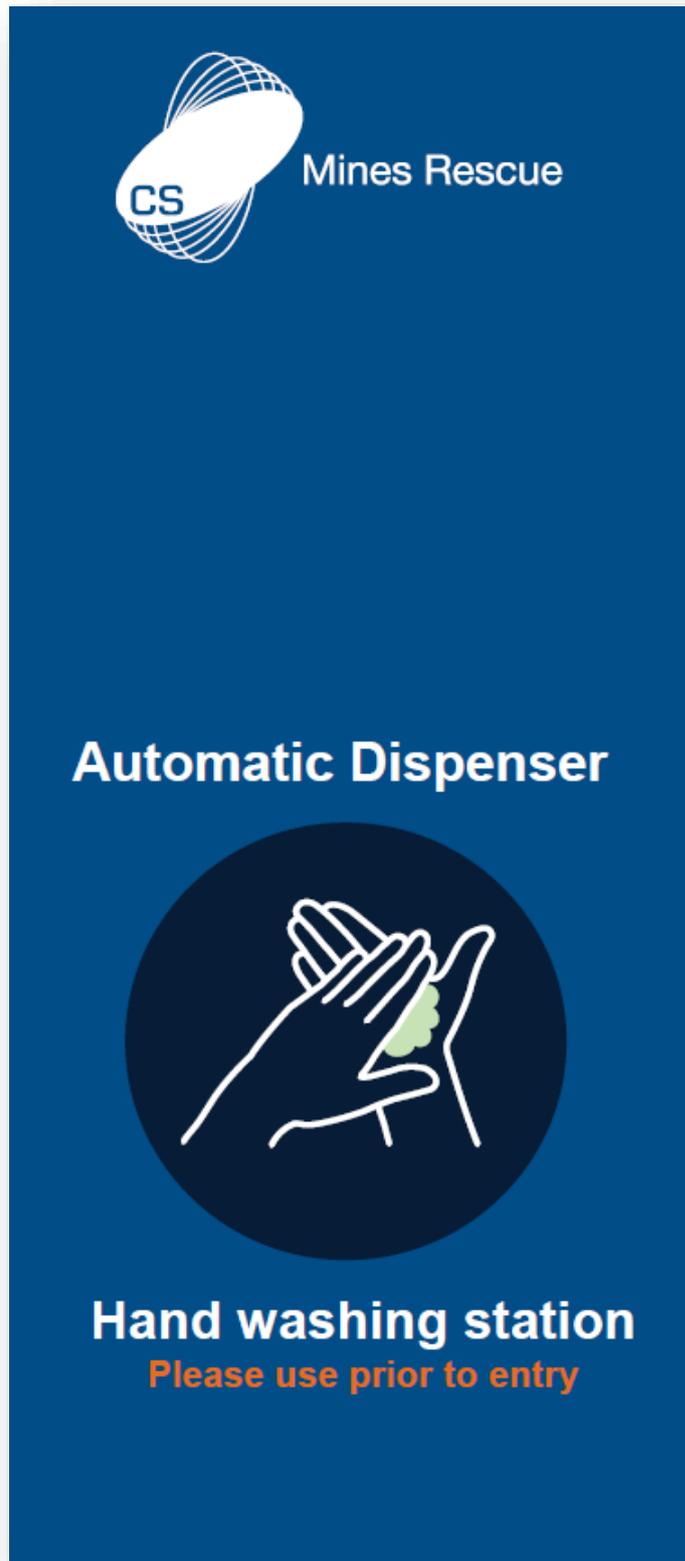


Cough or sneeze into your arm

BE COVIDSAFE
Keep your distance and help stop the spread and stay 1.5m apart.
We appreciate your caring for others and support of a safe and healthy community.

10 August 2020

Mines Rescue hand sanitiser



The sign is a vertical rectangle with a dark blue background. At the top left is the Mines Rescue logo, which consists of a white wireframe globe with the letters 'CS' inside. To the right of the logo, the words 'Mines Rescue' are written in white. In the center of the sign, the words 'Automatic Dispenser' are written in white. Below this text is a circular icon with a dark blue background, showing two hands in white outline with a green foam-like substance between them, representing hand washing. At the bottom of the sign, the words 'Hand washing station' are written in white, and below that, the phrase 'Please use prior to entry' is written in orange.

CS Mines Rescue

Automatic Dispenser

Hand washing station
Please use prior to entry

Mines Rescue questionnaire



CS Mines Rescue Questionnaire (Covid19 – Influenza)

Please answer the following questions to assist us in making an informed decision regarding your health. It is important that we do not put you, other CS Mines Rescue customers or our staff at unnecessary risk. Before you commence your training it is important we ensure that you are not unwell or contagious.

Full name			
Address		Phone Number	

Please answer the following questions:					
Are you generally unwell?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you have any of the following:	Fever	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
	Cough	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
	Sore throat	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
	Shortness of breath	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Have you been in contact with someone suspected of having COVID-19?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Have you travelled overseas, within Victoria or attended or been in contact with anyone that attended any of the known NSW Hotspots identified by NSW Health in the last 14 days? https://www.nsw.gov.au/covid-19/latest-news-and-updates		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, please specify where: _____					

Office use only	
Training can proceed?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Signed	
Date	

If training cannot proceed	
Has the customer been contacted?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Name of person contacted:	
Has the appointment been rescheduled?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, details of new appointment:	
What advice has been given to this client and customer?	

Original issue date: July 2020

Approved by: CS Mines Rescue General Manager

Wearing face masks



Coal Services

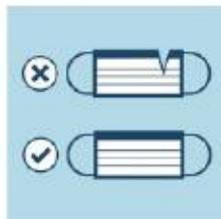
COVID-19 SAFETY Wearing face masks

Coal Services is following the recommendations made by the NSW Government and requests the use of face masks at each of our work sites.

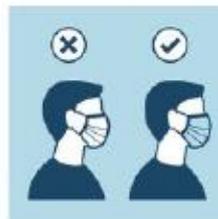
How to wear a disposable mask:



Wash or sanitise your hands before wearing a mask



Check the new mask to make sure it's not damaged



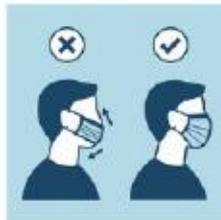
Ensure the proper side of the mask faces outwards



If you can feel your mask has a plastic or metallic strip, place the strip on the bridge of your nose



Secure the strings behind your head or over your ears



Cover your mouth and nose fully making sure there are no gaps



If your mask has a plastic or metallic strip, press it to fit the shape of your nose



Replace the mask if it gets damp and do not reuse it



Do not touch the mask while using it. If you do, wash or sanitise your hands



Remove the mask from behind by holding the strings with clean hands



Dispose the mask in a closed bin without touching the front



Learn how to use a mask properly

BE COVIDSAFE

Keep your distance and help stop the spread and stay 1.5m apart.
We appreciate your caring for others and support of a safe and healthy community.

11 August 2020