

COVID19

Protocols | Our Customers



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KOMATSU
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CORONAVIRUS

COVID-19

COVID-19 SYMPTOMS

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate symptoms, including fever, tiredness, dry cough. Some people may experience aches and pains, nasal congestion, runny nose, sore throat and diarrhoea. On average, it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

KOMATSU PROTOCOL

Komatsu employees will not attend work or a Customer's site if experiencing any COVID-19 symptoms or have been in close contact with people who have symptoms. They will seek medical attention for a fever, a cough, or difficulty breathing. All workshop-based employees are to provide a Health Declaration prior to the commencement of work that confirms:

- I have not travelled overseas in the last fourteen (14) days
- I do not have COVID-19 related symptoms
- I have not to my knowledge been in close contact with a confirmed COVID-19 case
- I am not required by any Government agency to be in self-isolation
- I, or someone close to me, does not have any known serious respiratory or underlying health condition that could be adversely affected by the COVID -19 virus
- I will advise Komatsu immediately if I do show flu-like symptoms or come into close contact with someone who has.



PREVENTION

COVID-19 is an enveloped virus, meaning it is easily compromised by proper cleaning and sanitizing. It is unknown how long COVID-19 can survive on surfaces, but it is recommended to regularly clean and sanitize high contact surfaces in the workplace and home. Everyone must practise good hygiene to protect against infection and prevent the virus spreading.

KOMATSU PROTOCOL

- Cover coughs and sneezes with your elbow or a tissue
- Put used tissues straight into the bin
- Wash hands often with soap and water, including before and after eating and after going to the toilet
- Use alcohol-based hand sanitisers
- Avoid touching eyes, nose and mouth
- Regularly clean and disinfect frequently used surfaces such as benchtops, desks and doorknobs
- Clean and disinfect frequently used objects such as mobile phones, keys, wallets and work passes
- Increase the amount of fresh air available by opening windows or adjusting air conditioning.

PHYSICAL DISTANCING

Physical Distancing is important because COVID-19 is most likely to spread from person to person through direct contact with a person, close contact with a person who coughs or sneezes and touching surfaces that infectious people have touched.

KOMATSU PROTOCOL

- Stay at home and only go out if it is absolutely essential
- Keep 1.5 metres away from others
- Avoid physical greetings such as handshaking, hugs and kisses
- Use tap and go instead of cash
- Travel at quiet times and avoid crowds
- Avoid public gatherings and at-risk groups like older people In the workplace: Anyone who can work from home will do so
- Wherever possible, stagger shift commencement, lunch and rest breaks
- Ensure sufficient time between breaks to avoid accidental contact
- Limit the number of people in rest areas and designated smoking areas
- Avoid merging different teams in the same area at the same time
- Ensure employees only move through their assigned areas
- Where possible, apply a one-way system in high traffic areas
- Prohibit all international travel
- Restrict all interstate and intrastate travel for non-critical business
- Prohibit physical contact
- Prohibit hot-desking and office sharing, where possible or disinfect between occupants
- Cease providing cooked meals
- Prohibit group lunches such as barbeques
- Place all cutlery and crockery in storage and replace them with disposable options
- Remove sufficient chairs from meal and meeting rooms to provide four square meters of space for each person.



BRANCH ACCESS

Branch entry is secured, with entry only to employees, critical contractors and customers requiring parts or services.

KOMATSU PROTOCOL

- Erect signage at the entrance doorway of the Branch clearly restricting access and setting out the criteria to access the building
- Place markings on the floor of reception areas that identifies 1.5 meters distances from the reception desk to the entrance door
- Where required, signage is placed at Parts counters advising of closure and providing alternate contact details
- Where critical customer access to Branch is required, access is restricted to one customer at a time and at least two meters of physical distance will be maintained
- Access to site by critical contractors must be pre-arranged with approval from the Branch Manager
- All visitors must complete a Visitor Health Declaration upon arrival
- Hand sanitiser is placed at all access doorways to be used by everyone entering the building
- All couriers that don't require a forklift to unload will be unloaded prior to entry at the designated primary site entry point
- Entry for other purposes is by Komatsu Supervisor authorisation only
- A Visitor Health Declaration must be completed by all couriers authorised to enter the site
- No interaction with Komatsu employees is permitted within the specified 1.5 meter rule.

TRANSPORTATION

Essential employees can attend site as usual provided the measures defined in the Pandemic Management Procedure are maintained. Any employee that believes their health and safety or someone from their household may be adversely affected by attending site, must discuss the matter with their Manager and seek approval not to attend work.

KOMATSU PROTOCOL

- Travel to a Branch or customer site by vehicle must be the most direct route and only stop for essential services
- Drivers must travel alone or with a member of their household
- Once a service vehicle is assigned to a driver that vehicle remains assigned to that driver for the foreseeable future
- Air conditioning is set to external airflow rather than re-circulation or windows open where possible
- Clean and disinfect frequently touched surfaces
- Complete a Health Declaration and obtain an Essential Traveller form to keep with them at all times
- If travel in a multi-passenger vehicle is unavoidable, a 2 meter distance is maintained between each person
- All drivers are to refer to the Vehicle Cabin Cleaning protocol prior to receiving the vehicle and when handing back the vehicle and keys.



CLEANING: GENERAL

It is unknown how long a virus may survive on all surfaces, so it is essential to regularly clean and sanitise high contact surfaces.

KOMATSU PROTOCOL

- Wipe or spray clean high traffic touch points such as lunch room fixtures and cabinets, door handles and panels, lockers, soap dispensers, hand rails, control panels / consoles, tablets and multi-user keyboards every two hours, using an alcohol-based product with an alcohol content of greater than 70% or a bleach-based solution
- The same solution is used to wipe or spray clean office amenities, locker and change rooms, toilets, workshop benches and fixed plant between shift change overs
- Where office sharing cannot be avoided, all surfaces are thoroughly cleaned prior to commencing and after finishing work.

CLEANING: VEHICLES AND MACHINES

Many of the same household and commercially available cleaners that can kill coronaviruses on hard surfaces can also clean a vehicle without damaging its interior (Always follow manufactures instruction and read the SDS for a products suitability and guidance).

KOMATSU PROTOCOL

- Use soap and water or alcohol solutions that contain at least 70 percent alcohol to thoroughly clean cabin interiors of all service vehicles and machines
- Frequently touched surface, including the steering wheel, door handles, gear levers, mirrors, buttons or touch screens, wiper and indicator signal stalks, door armrests, grab handles and seat adjusters are cleaned prior to exiting the machine cab
- All parts, components, and machine exterior are

pressure washed using a soap solution and identified as clean by apply a Cleaned Machine Tag

- Upon completion of assembly or service the exterior of the machine is pressure washed using a soap solution
- Once cleaning is finished, all cleaning products are placed in a sealed plastic bag and put it in a bin.

CLEANING: TOOLS, PLANT AND EQUIPMENT

Personal tooling cannot be shared; and company supplied tools must be disinfected prior to commencing and after finishing work.

KOMATSU PROTOCOL

- Limit the number of technicians using hand-held devices such as crane pendants
- Limit the number of technicians who operate mobile plant
- Gloves are used at all times when operating common tools, plant and equipment
- All equipment is disinfected prior to commencing and after finishing use, including ancillary equipment such as slings and chains
- Physical distancing guidelines are maintained, wherever practicable, while conducting lifting operations using a crane.



PERSONAL PROTECTIVE EQUIPMENT

In situations where physical distancing is not possible or there is a high risk of cross-infection, it is mandatory to wear eye protection, gloves and a disposable P2 mask (correctly fitted to achieve a positive fit) or approved equivalent such as a N95 mask.

KOMATSU PROTOCOL

- Do not work at less than one meter apart and avoid face-to-face discussion at less than a two-meter distance
- Employees must be trained on correct use of face masks and other PPE and frequently reminded of protocols for use
- Dispose of masks that are wet, dirty or difficult to breathe through
- Ensure re-useable face masks are stored correctly between uses
- Face masks are never shared
- Always wash hands with soap and water before collecting and after removing PPE
- Clothes and other personal gear are kept physically separate from other employee's clothes and disposal / cleaning / laundering of PPE, including overalls, boots is enforced
- Contractors working in workshops are requested to supply their own PPE that will be gloves and an appropriate face mask as a minimum.

FIELD SERVICE

Where possible, Field Service technicians will travel directly from home to a customer site and minimise time in the Branch.

KOMATSU PROTOCOL

- Prior to travel, A COVID-19 Notice sticker must be placed on the passenger and driver's side door
- Where possible, avoid travel through remote indigenous communities and do not stop and vacate the vehicle while in a remote indigenous community
- Field Service technicians will maintain the Komatsu COVID-19 Protocols at all time while on a customer site.

TRANSFER OF GOODS

All parties involved in the transfer of goods or other deliveries / receipts must wear hand protection and maintain physical distancing rules at all time.

KOMATSU PROTOCOL

- Goods are not handed directly to the next person – They are placed on a suitable surface, step back and allow the next person to pick them up
- Upon completion of the transaction, wipe or spray clean all equipment used and wash hands with soap and water
- External packaging must be sprayed or wiped clean prior to storage and wherever possible, goods must be wiped or sprayed clean upon opening the packaging
- Komatsu employees are not required to provide a signature upon receipt of goods and providing a full name is sufficient.



WORKING AT CUSTOMER SITES AND PUBLIC EXPOSURE

Where possible, customer facing employees will work remotely from home. Any visit to a Branch must have prior approval from their Manager and the Branch Manager; and time spent on site must be minimised.

KOMATSU PROTOCOL

- No on-site cold calling is to be conducted - Appointments must be pre-arranged by phone and physical distancing rules must be maintained when on site
- No food or drinks are to be bought for customers
- All contact with Customers and the public must be recorded including, contact person, time and date of visit, contact person phone number, reason for visit and locations visited.

FAMILIES AND MENTAL HEALTH

Komatsu maintains a range of initiatives to support the mental wellbeing of our employees and their family.

KOMATSU PROTOCOL

- Complementary and confidential counselling service that is available 24/7 for Komatsu employees and their immediate family
- Continuing the National Healthy Head program that identifies employees at risk of depression, anxiety or stress and provides support to improve mental wellness
- Increased band width capacity
- Purchased and issued computer hardware
- Launched the Microsoft Teams app to improve collaboration when working remotely
- A variety of information, including health and wellness information, has been issued to assist those working remotely for the first time
- Information specific to mental health during a pandemic has been issued to all employees

- Allocated an additional 114 hours leave for employees impacted by the COVID-19 climate, including caring for children in the event of school or childcare closure
- Additional leave provided to employees in a high-risk age group and those with an underlying medical condition that places them at high risk for COVID-19.

CORPORATE SOCIAL RESPONSIBILITY

Komatsu is fully committed to ensuring the Health and Safety of our staff, our Customers and the Communities in which they work.

KOMATSU PROTOCOL

- Komatsu will evaluate any requests made by Government to support the deployment of testing facilities
- Komatsu will seek to maintain frequent communication regarding Government Health advice at all levels
- Komatsu is fully committed to supporting local communities during and beyond the COVID-19 crisis including assisting with PPE
- Where a Komatsu employee falls ill, or a high risk of contracting the virus is identified, Komatsu will take all measures necessary to remove employees from high risk areas which may include the use of the Royal Flying Doctor Service or other means of extraction
- Komatsu will cease all non-essential face to face activities with Traditional Owners and Aboriginal and Torres Strait Islander people from remote communities
- Where Komatsu has had engagement with these groups, we will take alternate measures to ensure we have continued communication to support them during these times
- Our Employees will promote COVID-19 protocols and share best practice initiatives to prevent the infection and spread.



CRITICAL SUPPLIES AND CONTRACTORS

We continue to take the following steps to mitigate the business risks associated with COVID-19.

KOMATSU PROTOCOL

- Only business critical visitors are permitted at any Komatsu facility at this time
- We continue to constantly monitor the situation and enact or adapt plans as changes occur in the current situation in which we are all operating
- The planning team monitors Federal and State regulations, evolving industry best practices, customer requirements and guidelines, workforce actions, global OEM's and partners, supply chain risks, technology support and ongoing communications
- We are in daily communication with our factories and supply partners, both locally and globally
- We remain confident of meeting the parts requests of our customers.

EDUCATION AND COMMUNICATION

Komatsu has created an extensive library of COVID-19 specific protocols aimed at keeping its employees safe while working. This library is accessible through the Komatsu Intranet site and will be regularly updated with hardcopies printed and posted on branch notice boards.

INCIDENT MANAGEMENT

Komatsu maintains an active online hazard and incident reporting system that immediately notifies management and escalates the event commensurate with the risk.

KOMATSU PROTOCOL

- Komatsu is currently tracking 303 employees who have flu-like symptoms, or are working from home as a precaution, are in a high-risk age group, have an underlying medical condition or have returned from overseas
- We are also monitoring whether they have been tested for COVID-19 and the outcome of that test - This information is updated and reported daily and to date there has been no reported positive cases.