Unite against COVID-19

COVID-19 Control Framework

Version 1.6

- Key Elements
- Controls for Field & Office Staff
- Detailed Guidelines

Northpower

Principles

Principles for safe working during Levels 3 & 4 COVID-19 Lockdown.

Protect vulnerable staff.

High risk or vulnerable workers stood down, or working from home.

Essential staff only in depots and offices.

Strict controls to maintain ‘clean zones’.

Clearly defined controls.

Clear controls for staff to operate under Level 3/4.

Monitoring & reporting.

Daily monitoring of staff and centralised reporting.

Strict work team bubbles.

Establish work bubbles and prevent workers from moving across work bubbles.

Contact tracing.

Contact tracing in place to notify of illness and rapid stand down of work bubbles.

Staff Classification

Vulnerable & Higher Risk

Staff who are deemed at higher risk if they contract COVID-19 are stood down or reassigned to home-based duties.

At risk groups include the following criteria:

- serious respiratory disease such as chronic lung disease or moderate to severe asthma
- serious heart conditions
- immunocompromised conditions
- severe obesity — a body mass index (BMI) of 40 or higher
- diabetes
- chronic kidney disease
- people undergoing dialysis
- liver disease
- those over 70
- pregnant women

Work remotely, or stay at home.

Single Person

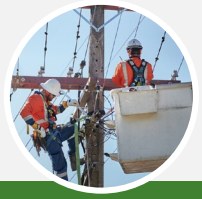
Staff who work individually to perform essential services such as:

- First responders
- Inspectors
- Lone jointing
- Some technician work
- Truck driving / deliveries

Single Bubble

Single Northpower team in a defined work bubble – for example

- Line crew
- Jointers working together
- Technicians working together



Multi-Bubble

Multiple crews doing works that involve different crews or service providers, each in their own work bubble – for example:

- Several gangs
- Line crews
- Traffic management
- Cable hauling
- Working with other service providers
- Civils

Controls in place to continue working.

Source: www.covid19.govt.nz

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Protecting vulnerable staff

Process for vulnerable or at risk workers wanting to return to work.

Vulnerable or at risk workers.

Get informed

1

Don't go to work.

Get a medical certificate from your GP that you are fit for work

You'll need to provide your GP with an overview of your role and Northpower's COVID self-assessment form to complete and return.

Assess risk

2

Consult with your manager who will perform a risk assessment with you

Decide options

3

For field staff look at Single Person duties that limit exposure.

OR

For office staff look at duties able to be performed at home safely.

OR

Stay home and remain safe. Review further options with your Manager.

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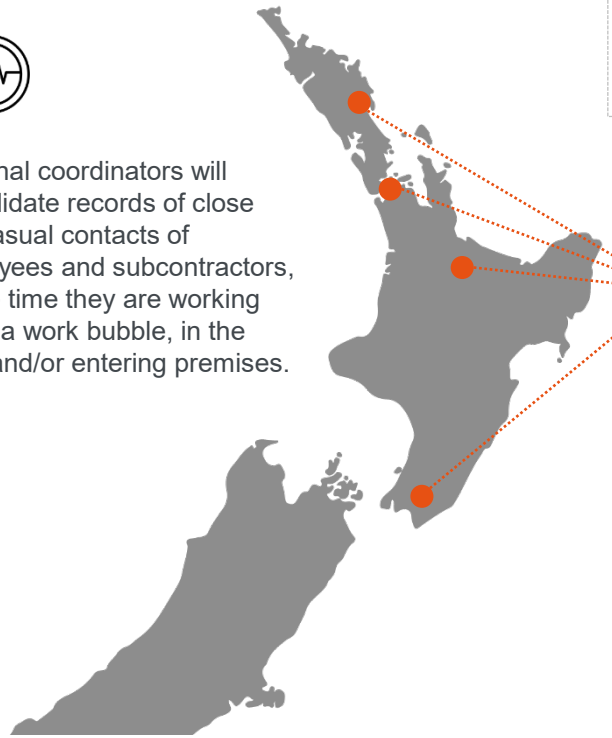
Contact tracing

For the safety of our staff, our customers and our communities,
Northpower has regional coordinators who work to centralise tracing information.

Regional coordinators will consolidate records of close and casual contacts of employees and subcontractors, for the time they are working within a work bubble, in the field, and/or entering premises.



Core inputs

- Tailgate Additional Control Forms (Including Subcontractors)
- Depot & Office Zone-Based Sign-in and Out Registers
- Field/Mobility Digital Registers (Mobile Apps etc)

Registers collated by Regional Coordinators

Assured by HSQE Advisors

Overlays

- Fleet GPS
- Dispatch Records

MINISTRY OF HEALTH
MANATŪ HAUORA

Provided to Ministry of Health as requested.

Northpower Contact Tracing Capability

Minimum viable product approach – start simple then digitise progressively.	✓
Consolidation of field registers and office registers.	✓
Data overlay (as required) with GPS and dispatch records.	✓
Output reporting by location, person and time sequence.	✓

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Controls for
Field & Office Staff

Field
Office & Depot

Working in the field

Controls during Levels 3 & 4 COVID-19 Lockdown.

	Single Person	Single Bubble	Multi-Bubble
Wash hands and sanitise regularly Clean hands with soap and water or use hand sanitiser.	✓	✓	✓
Keep a minimum 2 metre distance from the public Refer to the detailed guidelines for PPE and visiting customer homes	✓	✓	✓
Honour the split-start time schedule Work at different times compared to other workers.	✓	✓	✓
Avoid contact with surfaces Disinfect all commonly touched surfaces including plant/equipment.	✓	✓	✓
Complete updated tailgates Document all people onsite including other bubbles and subcontractors.	✓	✓	✓
Maintain your bubble including transport to site Barricade your work area at all times if possible.		✓	✓
Maximum 2 people per vehicle Only transport people in the same bubble. GPS login mandatory.		✓	✓
Stay 2 metres away from other bubbles Keep your distance from bubbles working on the same site			✓
Have an identified observer to monitor protocols Person on site to ensure that controls are being used correctly			✓

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Working in the field

Controls during Levels 3 & 4 COVID-19 Lockdown.

Wash hands or use sanitiser regularly

Maintain your work bubble at all times, including transport to site

Keep a minimum 2 metre distance from the public

Stay 2 metres away from other bubbles

Complete tailgate with all people onsite including subcontractors

Disinfect surfaces or avoid touching altogether

Maximum 2 per vehicle. GPS login mandatory

Honour the split-start roster schedule

Have an identified observer to monitor protocols

Working in offices & depots

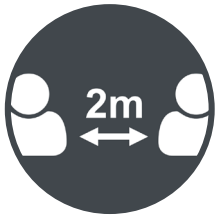
Controls during Levels 3 & 4 COVID-19 Lockdown.

Wash hands or use sanitiser regularly

Sign-in to the visitor log using your own pen

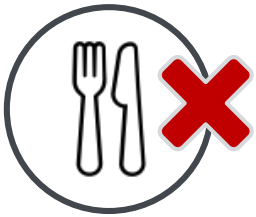
Stay in your area / zone within the office

Use only the desk that is assigned to you



Maintain 2 metre distance from anyone else

Avoid contact with surfaces. Use disinfectant



Avoid kitchens and communal areas

Use the closest bathroom to your zone

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What is a bubble?

Whether you're working on your own, or within a crew,
at the office or at home, ensure you have an established working bubble.

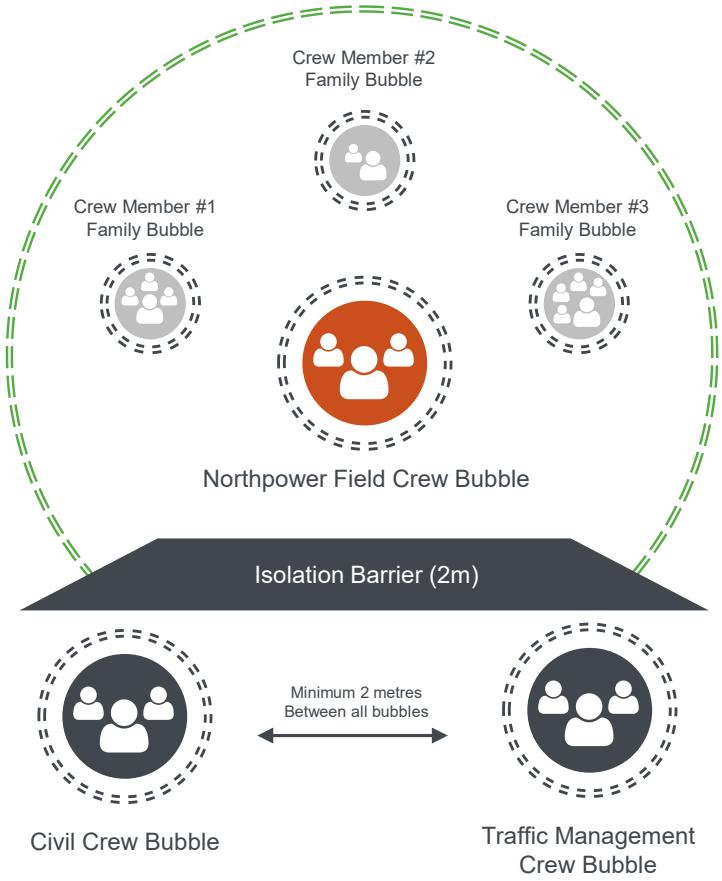
1. Bubble working means identifying the crew you will be in close contact with during COVID-19 restrictions.
2. Everyone has an established bubble and interacts only with other team members inside that bubble.
3. Your family become part of your extended work bubble. If they get exposed to COVID-19 it puts your work bubble at risk too.
4. Office staff also have bubbles, typically the zone or area you work in, for example stores or HSQE.
5. Your bubbles protects you by reducing the risk of exposure, and allow us to rapidly 'contact trace' if someone gets sick.
6. Protect each other by protecting your bubble. It is special, it is precious!

Bubble working for field staff

Whether you're working on your own, or within a crew, ensure you have established working bubbles.

Example: Job site with multiple crews

Keep the numbers small and stay within established bubbles.	✓
Keep a minimum of 2 metres away from other bubbles.	✓
Keep safe distances within your work bubble.	✓
Encourage your family to keep their bubble intact.	✓
Do not work outside of your work bubble.	✗
Do not break your family / social isolation bubble.	✗



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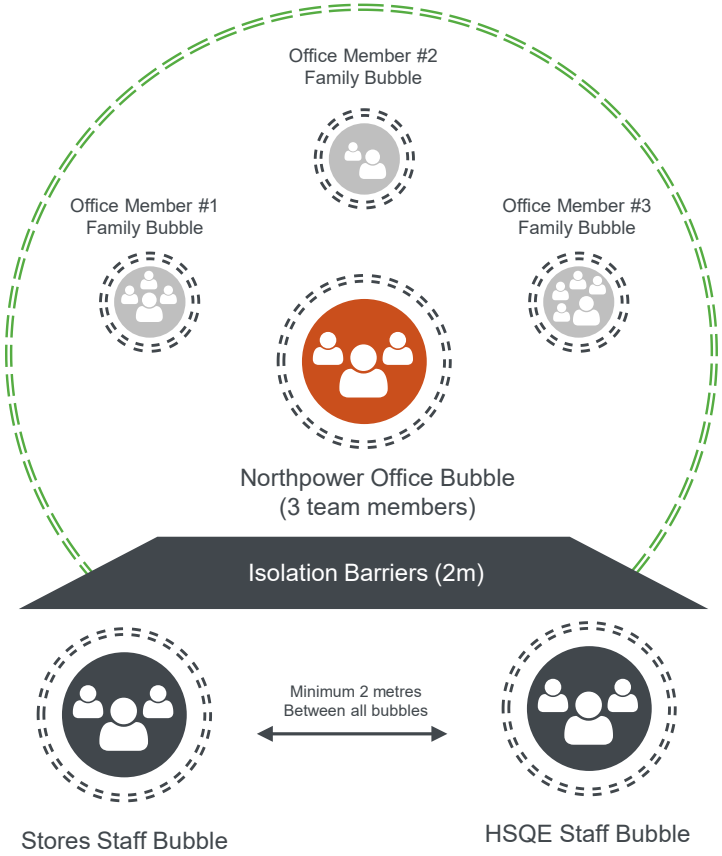
Bubble working for office staff

Whether you're working on your own, or part of a team, ensure you have established working bubbles.

Sign-in daily to the visitor log and remember to bring / use your own pen	✔
Stay in your area / zone within the office.	✔
Use only the desk that has been assigned to you.	✔
Maintain at least 2 metres from anyone else in the office at all times.	✔
Use the closest bathroom to your zone and avoid other bathrooms. Don't take your phone.	✔
Bring pre-prepared food and drink.	✔
Don't touch surfaces – avoid kitchens, printers and communal areas or disinfect before and after use.	✘



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Role of the observer

When multiple bubbles are on site, a dedicated observer plays an important role in maintaining COVID-19 protocols and procedures.

Observers are identified on the tailgate

Required to be on site at all times when there are multiple bubbles present

Must not be performing operational works or other activities

Completes all observation administration tasks and records all monitoring outcomes

The observer must monitor COVID-19 Controls for multiple bubbles on site including:

a. Being responsible for the COVID-19 Additional Controls Form
b. Ensuring crews maintain their work bubbles
c. Monitoring 2 metre distances between bubbles and anyone outside identified bubbles
d. Monitoring PPE requirements of all workers
e. Monitoring hygiene requirements
f. Monitoring the 2 people max per vehicle rule
g. Completing a COVID-19 Well-Being Field Assessment every day of works in regional toolset (e.g. QPulse or iAuditor)

Visiting customer homes

For when internal access to a premises is required.

1 Phone ahead.

If possible, call the site or premise to arrange an arrival time. **Ask the safety questions first.**

2 Knock, & step back 2 metres.

Introduce & identify yourself, **ask the safety questions.**

2m

If there is no response and you cannot proceed with the work, leave a note asking the customer to contact their retailer.

3 When safe to do so, proceed.

Proceed & complete the work maintaining distance from all occupants and follow safety instructions.

4 Sanitise and clean up.

Wipe down all surfaces you came in contact with, wash hands thoroughly with soap or use hand sanitiser. Leave the site maintaining distance and follow PPE removal procedure.

Safety Questions

Is anyone within the household...

- Currently unwell with flu-like symptoms?
- Been exposed to someone with COVID-19?
- Self-isolating at the direction of the Ministry of Health, Healthline, or your GP?
- In a "HIGHER RISK" group? (see page 3 definition)

If one or more answers is YES

Stop and call your manager or supervisor before proceeding.

Always:

- Maintain at minimum, a 2 metre distance from the customer.
- Where internal access is required, ask the customer to leave the room.
- Wear PPE in accordance with the COVID-19 PPE guidelines whilst inside the premises.
- Dispose of items correctly in the bags provided and return them to the depot for disposal.

Know that at all times:

- If you don't feel comfortable, **push back.**
- If the customer will not vacate any room you require access to, politely advise that you cannot proceed until they do so.
- If the customer does not follow your instructions at any time, leave the premises and call the dispatcher / scheduler from your vehicle.
- In 7 days the office will call the customer to ask if any suspicion of COVID-19 illness.

PPE required in customer homes

PPE Selection during COVID-19 when internal access to premises is required.

What is the response to the safety questions?

No
to all questions.

Yes
to one or more questions

Hold Point
Could the visit be rescheduled or is it service critical?

If you don't feel comfortable, **push back**.

Northpower Standard PPE					COVID-19 Additional PPE	
					Disposable Face Mask	Disposable Gloves
	✓				✓	✓

Working with Live Electricity?
Don't use disposable masks/gloves. Use normal PPE to protect against burns. See matrix next page.

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COVID-19 PPE Matrix

Always follow the PPE requirements for the work you are carrying out as per Standard Operating Procedures.

Work Activity:			
Any activity carried out either alone or within a secure established work bubble that is not at risk of being compromised by others. Examples include: sub-stations, control rooms, field locations with minimal foot traffic or where temporary traffic management is established.	✗	✓	✓
First Response Reactive / faults; Gas, Electricity or Fibre Fibre first response use disposable gloves. All others use regular PPE.	✗	✓	✓
Anywhere where 2 metre distancing from people outside your bubble is not assured. Examples include: Stores Workers, Other Bubbles, Customer Premises. Other field locations where public interaction is likely.	✓	✓	✓
Non-contact interaction with the public where separation >2m is maintained but surface contact may still occur. Examples include: surveys, mail drops, meter board checks, etc.	✗	✓	✗
Two same-bubble workers working in close proximity where live electricity is present. Examples include: in a bucket truck or service pit / trench.		✓	✓

Working with Live Electricity?

Use your existing PPE which includes face protection that will also help keep you safe from exposure.

Remember

- If your task-specific PPE includes gloves, continue to use them as normal. Use disposable gloves for all other instances.
- Task specific PPE should be cleaned with cleansing wipes or similar following each use.
- All disposable PPE to be securely bagged following use and disposed of at the end of each day.

Using face masks

Follow PPE guidelines for all protective equipment use.

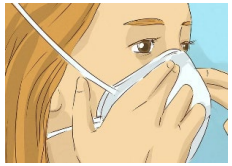
How to wear a mask

Shave off facial hair. It can prevent a tight, sealed fit.

Wash hands with soap and water or use hand sanitiser.

Masks should fit snugly and fully cover your nose and mouth.

Fit flexible nose piece over the nose bridge.



Secure on the head with ties and elastic.

Adjust to fit – secure on your head, fitting snugly around your face with no gaps.

Avoid touching or adjusting your mask during use.

How to remove a mask

Wash hands with soap and water or use hand sanitiser.

Avoid touching the front of the mask.

If the mask has ties, untie the bottom, then the top.

Remove from face.

Discard, and do not use again.

Wash hands with soap and water, or use hand sanitiser immediately.

Using gloves

Gloves provide a protective barrier against germs. It is important to remember that using gloves correctly will reduce the spread of germs, but will not eliminate it.

How to put on gloves

Take glove from original box or bag.

Touch only restricted surface corresponding to wrist.

Put on the first glove.

Take second glove with bare hand, and touch restricted to surface of corresponding wrist.

Avoid touching bare skin with already gloved hand when putting on the second glove.

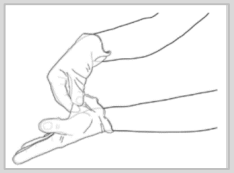
Gloves are not suitable for water or hand sanitiser.

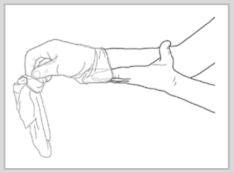
How to remove your gloves

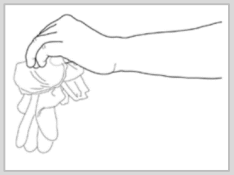
Pinch one glove at wrist level to remove it. Without touching the skin, peel away from hand. Glove will turn inside out.

Hold removed glove in gloved hand. Slide fingers underneath the gloved section. Roll second glove into the first glove.

Discard the removed gloves in a disposable bag.







Practicing good hygiene

Basic guidelines for maintaining good hygiene practices.

Wash your hands with soap and water often (for at least 20 seconds). Then dry.

Cough or sneeze into your elbow or by covering your mouth and nose with tissues.

Clean and disinfect frequently touched surfaces and objects, such as doorknobs.

Don’t touch your eyes, nose or mouth if your hands are not clean.

Put used tissues in the bin or a bag immediately.

Stay home if you feel unwell.

Returning home after work

When you return home after work, take all precautions to ensure that everyone in your bubble is safe.

1 Sanitise

Avoid touching anything until you sanitise or wash your hands thoroughly.

3 Clothes & bags

Place your clothes and bags in a container and wash in a hot washing machine cycle (over 60 degrees).

2 Leave shoes outside

Remove your shoes, do not walk through the house with them on. Leave them outside.

4 Shower

Have a shower and make sure to clean your hands, wrists, arms, neck, nails and all areas that may have been exposed.

Important notice

The information in this document has been prepared based on information and guidance from government agencies and industry bodies, combined with risk assessments specific to Northpower's business. It may not be suitable or appropriate for any other business or organisation and organisations should undertake their own review of relevant information and conduct their own risk assessment. Northpower Limited and its related companies will not be liable in any way to any organisation or individual who chooses to rely on this information.

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