

COVID-19 Control Framework

Version 2.0



Key Elements



Controls for Field & Office Staff



Detailed Guidelines

Key changes from previous controls:

- Updated PPE requirements
- Additional guidance on masks and face coverings
- Contact tracing and introduction of SaferMe mobile app
- Travel Restrictions



Principles

Principles for safe working during COVID-19 Alert Levels 2, 3 and 4.

Principles

Staff Classification
Contact Tracing



Protect vulnerable staff.

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



Defined controls.

Clear controls for staff to operate under Level 2/3/4.



Establish your bubbles.

Prevent workers from moving between work bubbles.



Essential staff only in depots and offices.

Strict controls to maintain 'clean zones'.



Contact Tracing, monitoring & reporting.

Daily monitoring centralised reporting in place to notify of illness and rapid stand down of work bubbles.



Travel Restrictions.

Inter-regional travel restricted and international travel prohibited.

Staff Classification



Vulnerable & Higher Risk

Staff who are deemed at higher risk are re-assigned to work from home, single person activities or stood down.

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.

Source: www.covid19.govt.nz



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



Controls in place to continue working.



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





Protecting vulnerable staff

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



Contact tracing

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



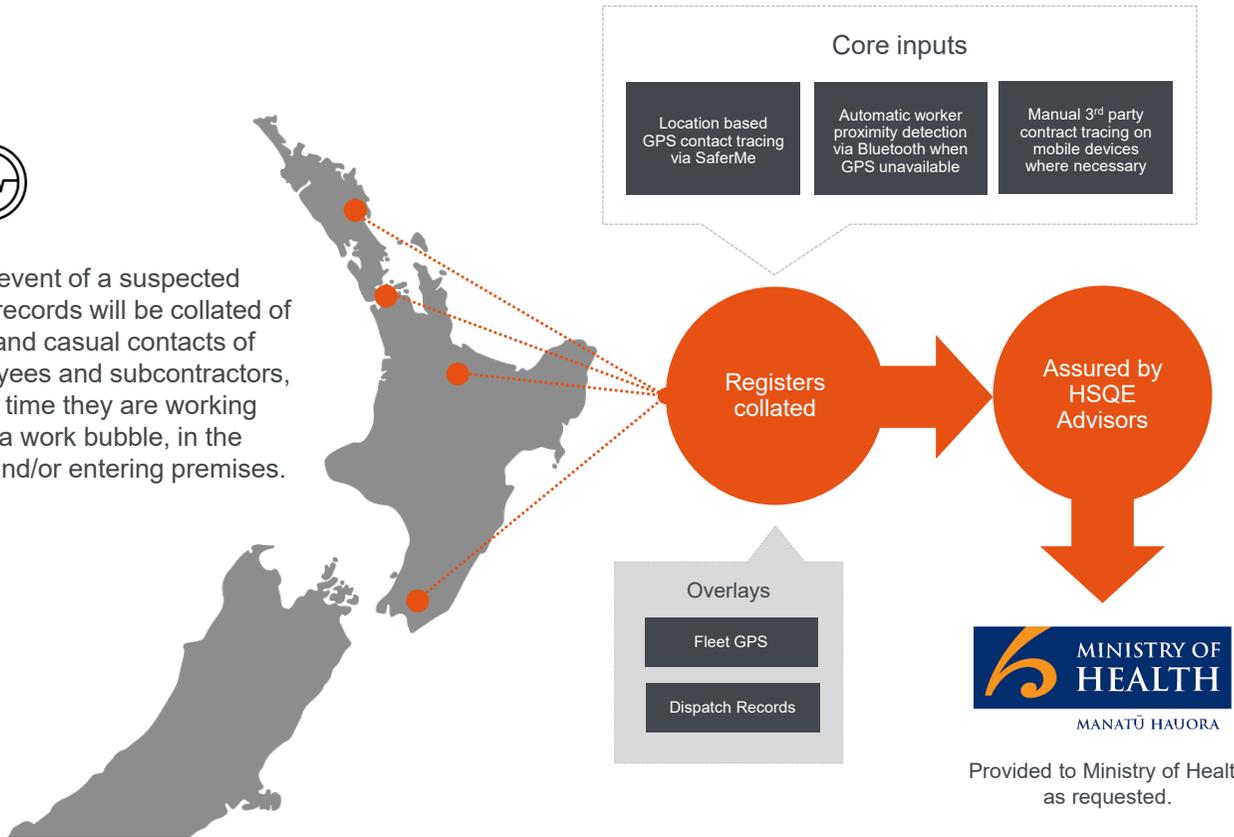
Key Elements



Principles
Staff Classification
Contact Tracing



In the event of a suspected case, records will be collated 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.



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.



📍 SaferMe

For the safety of our staff, our customers and our communities, Northpower has deployed SaferMe to all employee mobile devices.

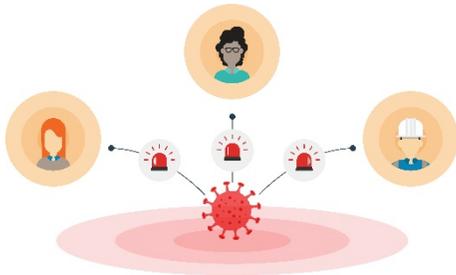


Key Elements

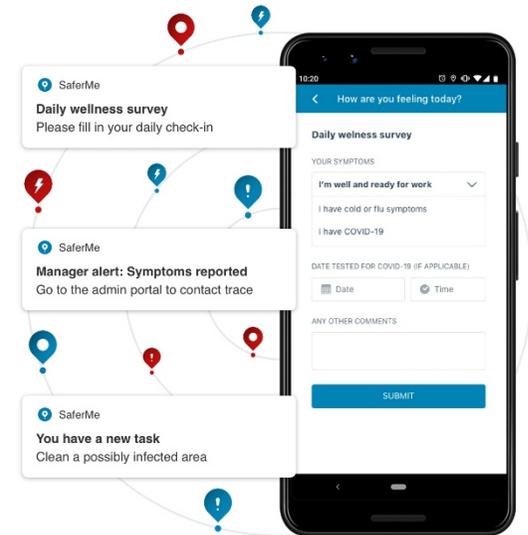
- Principles
- Staff Classification
- Contact Tracing**



Workforce interactions are stored and monitored daily through SaferMe.



Quickly notify and stand down any confirmed cases or potentially exposed employees.



Daily check-ins to monitor employee health and validate uptake across the organisation from Monday 17 August 2020.



Working in the field

Controls during COVID-19 Alert Levels 2, 3 and 4.

Field
Office & Depot

	Single Person	Single Bubble	Multi-Bubble
 <p>Wash hands and sanitise regularly Clean hands with soap and water or use hand sanitiser.</p>	✓	✓	✓
 <p>Keep a minimum 2 metre distance from the public and any other work bubbles at all times. Refer to the detailed guidelines for PPE and visiting customer homes</p>	✓	✓	✓
 <p>Honour the split-start time schedule Work at different times compared to other workers.</p>	✓	✓	✓
 <p>Avoid contact with surfaces Disinfect all commonly touched surfaces including plant/equipment.</p>	✓	✓	✓
 <p>Use your tailgate Document all people onsite including other bubbles and subcontractors.</p>	✓	✓	✓
 <p>Mask or face coverings worn where required Required for all employees.</p>	✓	✓	✓
 <p>Maintain your bubble including transport to site Barricade your work area at all times if possible.</p>		✓	✓
 <p>Don't mix bubbles in vehicles Only transport people in the same bubble. GPS login mandatory.</p>		✓	✓
 <p>Have an identified observer to monitor protocols Person on site to ensure that controls are being used correctly</p>			✓



Working in the field

Controls during COVID-19 Alert Levels 2, 3 and 4.

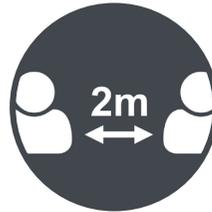
Field
Office & Depot



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 and other
work bubbles



Mask / Face covering
is required where
safe to do so



SaferMe installed and
activated on all employee
mobile devices



Complete updated
tailgates



Disinfect surfaces or
avoid touching altogether



Maximum 4 per vehicle.
GPS login mandatory



Honour the split-start
roster schedule



Use an observer to
monitor protocols.



Working in offices & depots

Controls during COVID-19 Alert Levels 2, 3 and 4.

Field
Office & Depot



Wash hands or use
sanitiser regularly



SaferMe installed and
activated on all employee
mobile devices



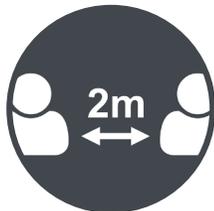
Stay in your area / zone
within the office



Use only the desk that
is assigned to you



Use a mask or face
covering when not
seated at your
assigned workstation



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

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.



Detailed Guidelines

Bubble Working

Customer Premises

PPE

Hygiene

- 1** Bubble working means working with the same people, wearing a mask where safe to do so, and keeping 2m away from others.
- 2** Everyone has an established bubble and interacts only with other team members inside that bubble.
- 3** Your family will become part of your work bubble. If they get exposed to COVID-19, it puts all the families at risk.
- 4** Office staff have bubbles, office teams should stay in their zone or and work in their team for example stores personnel.
- 5** Your bubble protects you by reducing the amount of exposure you have to the virus, if someone gets sick, only a few need to isolate.
- 6** Protect each other by maintaining your work and home bubbles. Our families are special and precious!

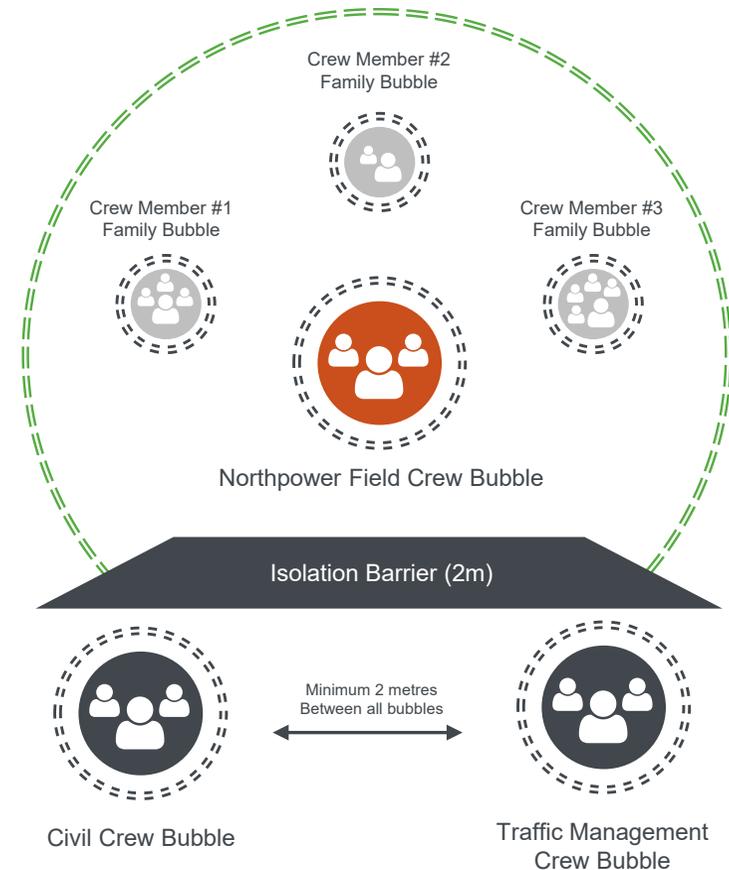
Bubble working for field staff

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

Bubble Working
Customer Premises
PPE
Hygiene

Example: Job site with multiple crews

Keep your bubble small, use barriers to maintain distance.	✓
Keep a minimum of 2 metres away from other bubbles.	✓
Even in your bubble, minimise close contact by staying 1m away, where possible.	✓
Encourage your family to keep their bubble intact.	✓
Do not jump between bubbles.	✗
Breaking bubbles puts everyone at risk.	✗

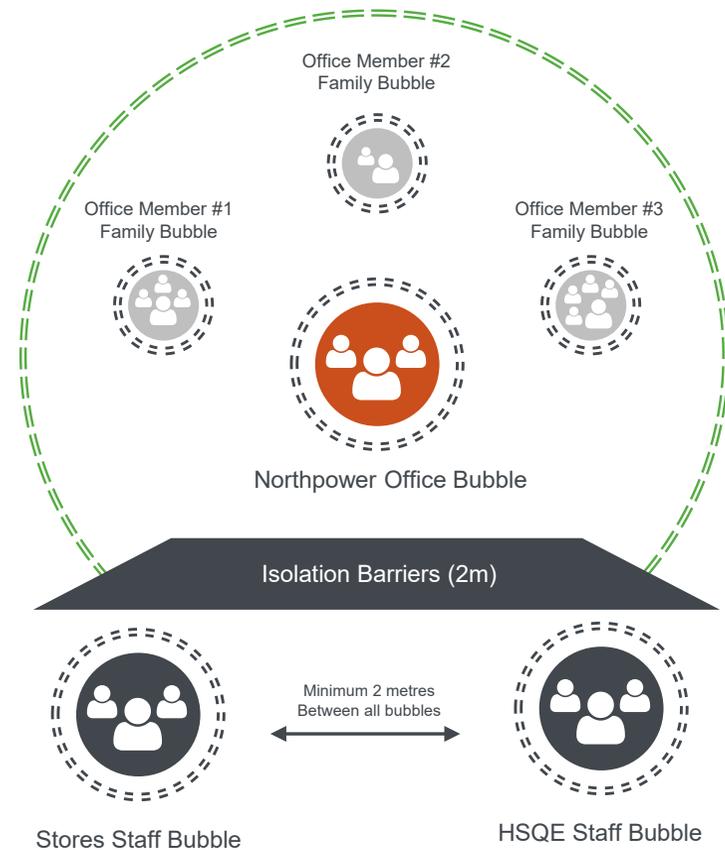




Bubble working for office staff

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

Bubble Working
Customer Premises
PPE
Hygiene



Use SaferMe contact tracing and follow good hygiene practices.	✓
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.	✗

Bubble Working

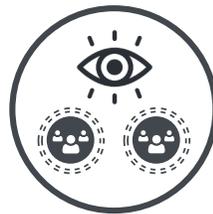
Customer Premises
PPE
Hygiene

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 when multiple bubbles are present in close proximity



Cannot perform other work while observing



Logs any 3rd Party contacts manually in SaferMe



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

- a. Monitoring 2 metre distances between different work bubbles
- b. Ensuring plant and equipment isn't shared without sanitising

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.**



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:

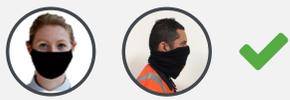
- Maintain at minimum, a 2 metre distance from the customer.
- Where internal access is required, ask the customer to leave the room.
- Wear PPE in accordance with the COVID-19 PPE guidelines whilst inside the premises.
- Dispose of items correctly in the bags provided and return them to the depot for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

COVID-19 PPE Matrix

The following matrix describes the additional PPE arrangements to be applied at Level 2, 3 or 4.

Example Work Scenario	Face / Mask Covering Options	Disposable Gloves
 <p>Any activity where live electricity/gas may be present, or hot works being undertaken.</p>	<p>Fire resistant or natural fibre mask/buff to be worn.*</p>  <p>*Can be worn under visor.</p>	<p>✗</p>
<p>Customer Premise Entry</p> <p>Activities where surface transmission may occur. (e.g. surveys, mail drops, meter board checks, etc.)</p>	 <p>Any available option is acceptable.</p>	<p>Where NO task specific PPE is specified use disposable gloves. ✓</p>
<p>Activities where live electricity/gas are not present and hot works are not being undertaken.</p>		<p>✗</p>
<p>Two or more workers in close proximity. (e.g travelling in same vehicle.)</p>		<p>✗</p>
<p>Depot, office or store – when not at your assigned workstation.</p>		<p>✗</p>
<p>Depot, office or store – seated at assigned workstation.</p>	<p>✗</p>	<p>✗</p>
<p>Discretionary Activities. (e.g. eating & drinking.)</p>	<p>✗</p>	<p>✗</p>

Remember

- All disposable PPE to be securely bagged following use and disposed of at the end of each day.
- Task Specific PPE that is to be retained shall be cleaned with cleansing wipes or similar following each use.

Mask/face covering options

Recommended options for face coverings.



Disposable Masks

Medical grade masks designed to protect the wearer from micro-organisms.



Bufs

The Northpower buff has 5.2cal/cm2 arc protection, odour neutral and bacteriostatic properties.



Merino Mask

A standard Northpower issued mask made from merino and has fire retardant properties.



Face Coverings

Home made options ranging from bandanas to old shirts are suitable.



Face coverings or masks make us all safer by preventing droplets spreading when you speak, laugh, cough or sneeze. They are particularly useful when physical distancing is not possible.



Clean your hands first and avoid touching your face when putting on a mask. When taking it off, clean your hands again.



Working with Live Electricity?

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



Fire resistant or natural fibre masks/buffs can be worn under your visor.



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

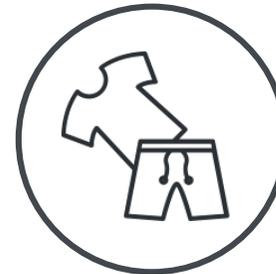
When you return home after work, take all precautions to ensure that everyone in your bubble is safe.



1

Sanitise

Each day as you return home avoid touching anything until you have sanitised.



3

Clothes & bags

Place your clothes and bags in a container and wash in a hot washing machine cycle (or according to manufacturers instructions).



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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