

OPERATIONAL RECOVERY PLAN – COVID-19

1. Overview

This Operational Recovery Plan outlines how Delta will operate under the four COVID-19 alert levels. Delta will continue to follow the advice provided by the Government and the Ministry of Health, therefore the operational rules below will remain in place whilst the alert levels continue to be in use. The Leadership Group has approved, and will enforce this Operational Recovery Plan. However, further updates to this document may be needed, if new information or measurements come into place.

2. Delta's Operational Rules during Alert Levels

	Operational Rules - All Delta Staff
LEVEL 4	<ul style="list-style-type: none">• Delta offices are closed.• All staff are to remain home.• Staff who can work from home will do so.• Essential field staff will use a roster system, and will travel to site from home whenever practical.• No business travel is permitted, other than vehicle travel for essential services within local areas.• All Government guidelines for Level 4 must be followed (Appendix 1).
LEVEL 3	<ul style="list-style-type: none">• Delta offices remain closed – however, there may be some exceptions for staff who cannot work from home.• All vulnerable staff are to remain home, working if they can be.• Staff who can work from home will continue to do so.• Office staff who cannot work from home and are not considered vulnerable, can return to the office if their GM deems it necessary and gives their approval.• All field staff will return to work, but will travel to site from home whenever practical.• Retailer Services field staff must operate within the Delta Site Visit BCP.• All other field staff must operate within the 'Level 3 - Safe Working Protocol For Field Work'• Office staff who are returning to the office must operate within the 'Level 3 - Safe Working Protocol For Office Work'.• Business travel by vehicle is permitted within local area.• Inter-regional travel can only be undertaken for approved essential work - GM approval needed.• All staff who are reporting to work must complete a mandatory safety reset on Day 1.• The Delta cafe/lunchrooms are closed – please bring your own food and drink.• Keep your work bubble small and maintain social and physical distancing.• Contract cleaners will be on-site and will ensure common surfaces are regularly cleaned.• All field staff must complete the Field Contract Tracing Form each day.• All office staff reporting to the office must sign on/off of the Office Contract Tracing Form each day.• All Government guidelines for Level 3 must be followed (Appendix 1).

LEVEL 2	<ul style="list-style-type: none">• Delta offices are open.• Vulnerable staff will work their managers to arrange safe working practices (Appendix 2).• All staff not considered vulnerable are expected to return to work unless alternative arrangements have been made and approved by GM,• Retailer Services field staff must operate within the Level 2 - Delta Site Visit BCP (Appendix 3).• All other field staff must operate within the 'Level 2 - Safe Working Protocol for Field Work' (Appendix 4).• Returning office staff must operate within the 'Level 2 - Safe Working Protocol for Office Work' (Appendix 5).• All returning staff must complete a mandatory safety reset on Day 1 (additional reset not required if completed on Level 3 return).• Delta lunchrooms will be open, however staggered meal breaks are necessary.• Keep 1-metre distance from workmate, when practicable. Keep 2-metres distance from strangers.• Only essential inter-regional business travel is permitted, and must be approved by GM.• Limit face-to-face external meetings – continue to use technology whenever possible.• Contract cleaners will be on-site and will ensure common surfaces are regularly cleaned.• All field staff must complete a Contract Tracing Form on ResponseAbility or paper each day.• All returning office staff must sign in/out of the office using the Contract Tracing Form each day.• All Government guidelines for Level 2 must be followed (Appendix 1).
LEVEL 1	<ul style="list-style-type: none">• Delta offices are open.• All staff return to work.• All meeting types are approved.• Meal breaks no longer need to be staggered.• Less restrictions on domestic business travel. No international travel is permitted.• All Government guidelines for Level 1 must be followed (Appendix 1).

3. References

Appendix 1 - New Zealand COVID-19 Alert Levels Summary (Published 11 May)

Appendix 2 - Safe Working Practices for Vulnerable Staff

Appendix 3 - Level 2 - Delta Site Visit BCP document

Appendix 4 - Level 2 - Safe Working Protocol for Field Work

Appendix 5 - Level 2 – Safe Working Protocol for Office Work