



COVID-19 RESPONSE PLAN: UPDATE 23

14 May 2020

Day One at Level 2 and all appears to be well. It was great to see many familiar faces around the office today (although a number of you, like me, look like you're in need of a haircut - something for the next couple of weeks I suppose). As we continue to adapt work processes to meet changing demands, it's been extremely positive to see how quickly and proficiently the uptake of our new protocols have been.

We have embraced new working methods in our stride, whether in the field, office or at home. I am also very pleased that the Contact Tracing Form on our ResponseAbility app is being well utilised. It is important to note that we've made a few adjustments to the form (please use version 2.0 from now on), and ResponseAbility has just released an app update. Therefore, please ensure you have installed the latest update by checking in the Google Play Store (android users) or App Store (iOS users).

As with all new things, it takes time to sort out the finer details. I believe we have worked through this exceptionally well so far, but there are just a few minor things that will make the world of difference when capturing the data. Please ensure the following are done:

- You must include a location on the form. You can add a new location if/when you move around.
- The person completing the form should be the one signing the form.
- When listing bubble contacts, please provide the person's first and last names.
- Only one submission per person is needed each day. You can save and update your form throughout the day, and just make the one submission at the end of the day.
- Your supervisor is the person you report to, regardless if they are with you or not.
- Please make sure contact phone numbers are entered for bubble contacts who are not Delta employees (e.g. contractors or 'other')

These small improvements will ensure we have all the information we need to efficiently contact people if necessary. If you have any questions or experience any issues with the app, please contact Harriet Harrex.

As mentioned, I am very impressed with the uptake of our safe working measures - keep up the good work, and continue to stay safe.

Regards

Mike Costelloe
Chief Executive Officer
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