



COVID-19 Protection Framework

Red Traffic Light - Safe Working Protocols Metering & Field Operations Field Techs

1 December 2021

Unite
against
COVID-19

RED TRAFFIC LIGHT - OVERVIEW

Red Traffic Light is not life as normal. You can still go to work but you must:

- ▶ Record keep and scan as required for COVID Tracing.
- ▶ Wear face coverings which are mandatory on flights, public transport, taxis, retail, public facilities, and are encouraged elsewhere.
- ▶ Have your Vaccine Pass available to enter premises using NZ Pass Verifier scanning.
- ▶ Keep your distance from other people in public (>1m).
- ▶ Wash your hands.
- ▶ Sneeze and cough into your elbow.
- ▶ Stay home if you are sick.

BEFORE STARTING WORK

- ▶ Have a clear plan for the day and the work you are about to complete.
- ▶ Ensure you record all your movements in the NZ COVID Tracer App or ResponseAbility App.
- ▶ Make sure you take with you all necessary Pandemic PPE that maybe required (e.g., face masks, gloves, disposal overalls, booties).
- ▶ You are strongly encouraged to wear a face covering when you are in a public place where it is hard to keep your 1 metre distance from other people.

DURING WORK

THE CUSTOMER IS TO BE CALLED PRIOR TO VISITING THE PROPERTY.

- ▶ This is required for all work even where the meter is outside. It may be that you have to disconnect the power while you complete the work and when calling the customer, you should inform them of this (if applicable)
- ▶ If you are unable to contact the customer and the meter is outside you may complete the job. Ensure you leave a card informing the customer you have been to their property.
- ▶ If entering Customers premises, follow Delta's Site Visit BCP – COVID-19 protocol.
- ▶ Maintain at least a 1 metre distance from members of the public.
- ▶ Record all details in either the Govt Tracer App or ResponseAbility App
- ▶ Continue to practice good hand hygiene throughout the day.

DURING WORK – ENTERING CUSTOMER PREMISES

DELTA'S SITE VISIT BCP – COVID-19 PROTOCOL

- ▶ Always follow the Delta Door Step Protocol
 1. After knocking at door, stand at least two meters back to speak to Customer
 2. If you need to enter the home, ask the Customer if:
 - anyone in the home is in self-Isolation, or
 - Anyone in the home has been in close contact with or has been diagnosed with COVID-19, or
 - Anyone in the household is currently unwell with flu-like symptoms, or
 - There are any other possible health reasons why you shouldn't enter the home.
- When assessing site/premises, minimise unnecessary surface touching and stand at least two meters away when speaking to any onsite personnel/contractors
- ▶ Establish what PPE is required as per the job scenarios below.
- **Do not under any circumstances loan your mobile phone to the Customer to phone their Retailer or anyone else.**

Additional PPE items that should be carried:

- Hand sanitiser
- Rubbish bag for disposal of used PPE
- Masks
- Disposable gloves
- Safety glasses
- Disposable overalls with hood
- Disposable booties

DURING WORK – ENTERING CUSTOMER PREMISES

Ref	Scenario (Where the field staff member is at the customer property)	Process	Outcome	Procedure
2	<ul style="list-style-type: none"> No COVID-19 threat Meter is Inside Customer Interaction is required 	Change	Complete job with mitigation step	<ul style="list-style-type: none"> Make a phone call to the customer prior to arriving on site Advise customer of your arrival at site by, phone, text, or door knock Implement Door Step Protocol Ask customer to leave the work area while you are on site Use appropriate PPE e.g. gloves and mask Put all PPE in plastic bag Use hand sanitiser before entering and after leaving property Minimise any surface touching in the customer property
3	<ul style="list-style-type: none"> No COVID-19 threat Meter is Inside No Customer Interaction is required 	Change	Complete job with mitigation step	<ul style="list-style-type: none"> Make a phone call to the customer prior to arriving on site Advise customer of your arrival at site by, phone, text, or door knock Implement Door Step Protocol Advise customer of your arrival at site by, phone, text, or door knock Use appropriate PPE – e.g. gloves and mask Put all PPE in plastic bag Use hand sanitiser before entering and after leaving property Minimise any surface touching in the customer property
5	<ul style="list-style-type: none"> Retailer, MEP, or Customer advise customer is in isolation Meter is Inside Customer Interaction is required Power is on 	Change	Turndown job	<u>Don't enter the property</u>
6	<ul style="list-style-type: none"> Retailer, MEP, or Customer advise customer is in isolation Meter is Inside Customer Interaction is required Power is off 	Change	Complete job with mitigation steps	<ul style="list-style-type: none"> Make a phone call to the customer prior to arriving on site Advise customer of your arrival at site by, phone, text, or door knock Implement Door Step Protocol Ask customer to leave the work area while you are on site Put on full PPE Refrain from touching surfaces Put all PPE in plastic bag Use hand sanitiser before entering and after leaving the property
7	<ul style="list-style-type: none"> Retailer, MEP, or Customer advise customer is in isolation Meter is Inside Customer Interaction is required Power is off Medically Dependant Customer 	Change	Complete job with mitigation steps	<ul style="list-style-type: none"> Make a phone call to the customer prior to arriving on site Advise customer of your arrival at site by, phone, text, or door knock Implement Door Step Protocol Advise customer to leave the work area while you are at site Put on full PPE Gear Refrain from touching surfaces Put all PPE in plastic bag Use hand sanitiser before entering and after leaving the property

FINISHING WORK

- ▶ All waste and disposable PPE must be removed from the site and securely disposed of.
- ▶ Enter relevant contact tracing details in the NZ COVID Tracer App or ResponseAbility App.
- ▶ All tools should be cleaned and sanitised at the end of the working day.
- ▶ You are strongly encouraged to wear a face covering when you are in a public place where it is hard to keep your 1 metre distance from other people.

NEW ZEALAND COVID-19 PROTECTION FRAMEWORK

[211129_CPFSummary.pdf \(covid19.govt.nz\)](#)