

# COVID-19



## Alert Level 3 - Safe Working Protocols For Field Work

Updated: 30 August 2021

**Unite  
against  
COVID-19**

# BUBBLE WORKING

## Bubble Working

Whether you are working **on your own** or within a **crew**, this is your **work bubble** for the duration of the COVID-19 alert level three. For example:

**DELTA**  
THINK. INFRASTRUCTURE



 **EVERYONE HOME SAFE.  
EVERY DAY.**

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- All Field staff will be assigned to a work bubble.
- Some existing work bubbles may need to be altered for Level 3.

# BUBBLE WORKING

Stay separate from other bubbles - **Don't Pop Your Bubble!**



 **EVERYONE HOME SAFE.  
EVERY DAY.**

## Tips for Work Bubbles:

- Keep the numbers small
- Keep 2 (or more) metres away from people outside your work bubble
- Don't work outside of your work bubble
- Try to keep a safe distance from others within your work bubble
- Keep washing your hands and use hand sanitiser where available
- Don't share items (such as food, drinks, utensils)

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- Once assigned you must stay in your work bubble.
- You must also stay in your family bubble in accordance with the Government criteria.

# BEFORE STARTING WORK

- ▶ Only travel inter-regional for essential work and GM approval is required.
- ▶ Have a clear plan for the day and the work you are about to complete.
- ▶ Ensure all the people you will be working with are from your work bubble.
- ▶ Check that all people in your work bubble are feeling well and they or other members of their family bubble are not showing any COVID-19 symptoms or are self isolating.
- ▶ Ensure you record all your movements in the NZ COVID Tracer App or ResponseAbility App.
- ▶ Minimise your time in Delta Depots/Offices/Stores and avoid large gatherings.
- ▶ Where possible, travel to the worksite directly from your home, and do not share personal vehicles with others outside of your work or family bubbles.
- ▶ If you have to travel in Delta Vehicles with others, make sure they are in your work bubble.
- ▶ If Delta Plant has been used by other work bubbles, ensure it has been appropriately cleaned before you use it.
- ▶ Make sure you take with you all necessary Pandemic PPE that maybe required (e.g. face masks, gloves, disposable 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 2 metre distance from people outside your work bubble.
- ▶ Complete a site tailgate.

# DURING WORK

- ▶ Make sure your worksite is secure and only has the required members from your work bubble.
- ▶ Undertake all work in such a way as to reduce any possible contact with others in your work bubble.
- ▶ Always maintain at least a 1 metre distance from others in your work bubble.
- ▶ If 1 metre distancing is not possible, wear appropriate additional PPE:
  - **Non-Live Work** – Pandemic PPE is to be used including the wearing of a face mask, safety glasses and gloves at all times. (Normal overalls can be used in place of disposable overalls if they are clean and laundered daily)
  - **Live Work and where 2 persons in an EWP Bucket** – Arc Rated Face Shields or Arc Rated face masks with safety glasses and gloves must be worn at all times.
- ▶ If entering Customers premises, follow Delta's Site Visit BCP – COVID-19 protocol on the next page.
- ▶ Maintain at least a 2 metre distance from members of the public and any other work bubbles or site visitors.
- ▶ You are strongly encouraged to wear a face covering when you are in a public place where it is hard to keep your 2 metre distance from people outside your work bubble.

# DURING WORK – ENTERING CUSTOMER PREMISES

## DELTA'S SITE VISIT BCP – COVID-19 PROTOCOL

- ▶ This protocol specifically relates to COVID-19 and Delta Power and Communications Services field staff visiting Customer properties. For clarity, this protocol covers all site visits including Service Line Faults, Fluctuating Power Complaints, Installation Testing, Mark-outs/Locates, Site visits for requested CIW quotes, Disconnections and Reconnections for Safety.
- ▶ Property Entry Protocol - Before entering Customer property check for the following:
  1. Is there quarantine/self-isolation signage on gate or front door
  2. After knocking at door, stand at least two meters back to speak to Customer
  3. 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 COVID-19 symptoms, or
    - There are any other possible health reasons why you shouldn't enter the home.
  4. Establish what additional PPE is required, if any, as per the scenarios on the next page.
  5. 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 – vehicle supply**
- **Rubbish bag for disposal of used PPE**
- **P2 Masks**
- **Disposable gloves**
- **Safety glasses**
- **Disposable overalls with hood**
- **Disposable booties**

# DURING WORK – ENTERING CUSTOMER PREMISES

NB: METERING & FIELD OPERATIONS HAVE A DIFFERENT TABLE THAT IS SPECIFIC TO THEIR WORK TYPE AND SCENARIOS

Ref	Scenario (Where the field staff member is at the customer property)	Process	Outcome	Additional PPE can be sourced	Mitigation steps if we can't source all additional PPE
1	<ul style="list-style-type: none"> <li>No COVID-19 threat</li> <li>Distribution Board is Outside</li> <li>No Customer Interaction is required</li> </ul>	No Change	Complete job as expected	N/A	N/A
2	<ul style="list-style-type: none"> <li>No COVID-19 threat</li> <li>Distribution Board is Inside</li> <li>Customer Interaction is required</li> </ul>	Change	Complete job with mitigation step	<ul style="list-style-type: none"> <li>Implement Property Entry Protocol</li> <li>Use hand sanitiser after exiting property</li> <li>Minimise any surface touching in the customer property</li> </ul>	<ul style="list-style-type: none"> <li>Implement Property Entry Protocol</li> <li>Use hand sanitiser after exiting property</li> <li>Minimise any surface touching in the customer property</li> </ul>
3	<ul style="list-style-type: none"> <li>Dispatch staff, Network Owner or Customer advise that Customer is in isolation</li> <li>Distribution Board is Outside</li> <li>No Customer Interaction is required</li> </ul>	No Change	Complete job as expected	N/A	N/A
4	<ul style="list-style-type: none"> <li>Dispatch Staff, Network Owner or Customer advise that Customer is in isolation</li> <li>Distribution Board is Inside</li> <li>Customer Interaction is required</li> </ul>	Change	Complete job with mitigation steps	<ul style="list-style-type: none"> <li>Implement Property Entry Protocol</li> <li>Advise customer to go to a separate room while you are at site</li> <li>Put on all additional PPE</li> <li>Refrain from touching surfaces</li> <li>Complete Job</li> <li>Put all additional PPE in plastic bag as waste</li> <li>Use hand sanitiser before entering vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Implement Property Entry Protocol</li> <li>If PCS Staff member doesn't have required additional PPE don't attempt the job</li> <li>Advise Customer that you will attempt to get the correct additional protective gear.</li> <li>Call Supervisor to confirm whether another Operative has the required additional PPE. If so, arrange to collect and go back and complete the job.</li> </ul>

# FINISHING WORK

- ▶ Ensure the site is left in a clean and safe state.
- ▶ All waste and disposable PPE must be removed from the site and securely disposed of.
- ▶ Complete the Tailgate and enter relevant contact tracing details in the NZ COVID Tracer App or ResponseAbility App.
- ▶ All plant and tools should be cleaned and sanitised at the end of the working day.
- ▶ If you have to travel in Delta Vehicles with others, make sure they are in your work bubble.
- ▶ At the end of your working day travel directly to your home, and do not share personal vehicles with others outside of your work or family bubbles.
- ▶ When returning home follow the necessary hygiene measures, this includes washing all work clothing, leaving footwear outside, and showering before touching anything in your family bubble.
- ▶ You are strongly encouraged to wear a face covering when you are in a public place where it is hard to keep your 2 metre distance from people outside your work bubble.