



Delta Business Continuity Plan – COVID-19 (Coronavirus)

30 August 2021

Business Continuity Plan – COVID-19 Level 3

The following document specifically relates to the COVID-19 Level 3 and Delta Metering Technicians, Field Service staff and Contractors visiting customer properties. For clarity, this document covers all site visits including **Smart Meter Deployment, BAU metering, Site visits, Medically dependent site visits, Disconnections and Reconnections**. The BCP can be implemented from a national or regional level depending on the severity and locations of any break- out.

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).

When speaking to the customer you should ask if there are any possible health reasons why you can't enter the premises

Property Entry Protocol

Always follow the Delta Doorstep Protocol before entering home/site/premises carry out the following:

- When knocking at door, stand at least two metres back to speak to customer and avoid physical contact.
- When accessing site/premises, minimise unnecessary surface touching and stand at least 2m away when speaking to any on site personnel/contractors.
- Check with the customer if there are any possible health reasons why you can't enter the premises.
- Establish what PPE is required if any as per the below business scenarios

PPE Supply

- Hand sanitiser or bacterial wipes
- Rubbish bags for disposal
- Masks
- Rubber gloves
- Safety glasses
- Disposable overalls with hood
- Disposable booties

Business Scenarios

The following scenarios table covers what Delta field staff could experience across the various field activities.

Ref	Scenario (Where the field staff member is at the customer property)	Process	Outcome	Procedure
1	<ul style="list-style-type: none"> No COVID-19 threat Meter is Outside No Customer Interaction is required 	No Change	Complete job as expected	<ul style="list-style-type: none"> Make a phone call to customer prior to arriving on site Advise customer of your arrival at site by, phone, text, or door knock
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 telephone call to customer prior to arriving on site 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 telephone call to customer prior to arriving on site 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
4	<ul style="list-style-type: none"> Retailer, MEP, or Customer advise customer is in isolation Meter is Outside No Customer Interaction is required 	No Change	Complete job as expected	<ul style="list-style-type: none"> Make a phone call to customer prior to arriving on site Advise customer of your arrival at site by, phone, text, or door knock
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 telephone call to customer prior to arriving on site Implement Door Step Protocol Advise customer of your arrival at site by, phone, text, or door knock Ask customer to leave the work area while you are on site Put on full PPE

				<ul style="list-style-type: none"> • 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 telephone call to customer prior to arriving on site • Implement Door Step Protocol • Advise customer of your arrival at site by, phone, text, or door knock • 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

DO NOT UNDER ANY CIRCUMSTANCES LOAN YOUR MOBILE PHONE TO THE CUSTOMER TO PHONE THEIR RETAILER.

Either:

Phone the retailer yourself and put the mobile on speaker so the customer can speak to their retailer or:

Phone the retailer and get them to call the customer on their phone.

You are strongly encouraged to wear a mask when you are in a public place, where it is difficult to keep your 2-metre distance from people.

BEFORE STARTING WORK

Have a clear plan for the day and the work you are about to complete.

Where possible travel to the worksite directly from your home, and do not share Delta vehicles with others outside of your family bubbles

Make sure you take with you all necessary Pandemic PPE that maybe required (e.g., face masks, gloves, disposal overalls, booties, hand sanitiser or bacterial wipes).

DURING WORK

If entering Customers premises, follow Delta's Site Visit BCP – COVID-19 protocol.

Maintain at least a 2-metre distance from members of the public and any other work crews.

Record all details in the Contact Tracing Register.

FINISHING WORK

Ensure all relevant details have been entered in the Contact Tracing Register.

All tools should be cleaned and sanitised at the end of the working day.

At the end of your working day travel directly to your home, and do not share Delta vehicles with others outside of your family bubbles.

When returning home follow the necessary hygiene measures.

Remember to keep Contact Tracing. Scan the QR code where available.

Otherwise use the ResponseAbility App or as a last resort, note your visits in your diary.