



# COVID-19 Protection Framework

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

24 January 2022

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 keeping and scanning is required for COVID Tracing purposes.
- ▶ Wearing face coverings is mandatory on flights, public transport, taxis, retail, education, public facilities, and is strongly encouraged elsewhere.
- ▶ Have your My Vaccination 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 unwell.
- ▶ Delta requires all staff in indoor settings within our premises to always wear a mask, except when seated at a desk or while eating.

# BEFORE STARTING WORK

- ▶ Only travel inter-regionally for essential work, and GM prior-approval is required.
- ▶ Where possible travel to worksites directly from your home.
- ▶ 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 and ResponseAbility App.
- ▶ Make sure you take with you all necessary Pandemic PPE that may be 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.
- ▶ Check that other technicians or customers are feeling well and that they or other members of their family are not showing COVID-19 symptoms or self isolating.



# 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 must 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 the Govt Tracer App and 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 Delta's Door Step 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 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 on the next page.
- **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
- P2 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
1	<ul style="list-style-type: none"> <li>No COVID-19 threat</li> <li>Meter is Inside</li> <li>Customer Interaction is required</li> </ul>	No Change	Complete job with mitigation step	<ul style="list-style-type: none"> <li>Make a phone call to the customer prior to arriving on site</li> <li>Advise customer of your arrival at site by, phone, text, or door knock</li> <li>Implement Door Step Protocol</li> <li>Ask customer to leave the work area while you are on site</li> <li>Use appropriate PPE e.g. gloves and mask</li> <li>Put all PPE in plastic bag</li> <li>Use hand sanitiser before entering and after leaving property</li> <li>Minimise any surface touching in the customer property</li> </ul>
2	<ul style="list-style-type: none"> <li>No COVID-19 threat</li> <li>Meter is Inside</li> <li>No Customer Interaction is required</li> </ul>	No Change	Complete job with mitigation step	<ul style="list-style-type: none"> <li>Make a phone call to the customer prior to arriving on site</li> <li>Advise customer of your arrival at site by, phone, text, or door knock</li> <li>Implement Door Step Protocol</li> <li>Advise customer of your arrival at site by, phone, text, or door knock</li> <li>Use appropriate PPE – e.g. gloves and mask</li> <li>Put all PPE in plastic bag</li> <li>Use hand sanitiser before entering and after leaving property</li> <li>Minimise any surface touching in the customer property</li> </ul>
3	<ul style="list-style-type: none"> <li>Retailer, MEP, or Customer advise customer is in isolation</li> <li>Meter is Inside</li> <li>Customer Interaction is required</li> <li>Power is on</li> </ul>	No Change	Turndown job	<b><u>Don't enter the property</u></b>
4	<ul style="list-style-type: none"> <li>Retailer, MEP, or Customer advise customer is in isolation</li> <li>Meter is Inside</li> <li>Customer Interaction is required</li> <li>Power is off</li> </ul>	No Change	Complete job with mitigation steps	<ul style="list-style-type: none"> <li>Make a phone call to the customer prior to arriving on site</li> <li>Advise customer of your arrival at site by, phone, text, or door knock</li> <li>Implement Door Step Protocol</li> <li>Ask customer to leave the work area while you are on site</li> <li>Put on full PPE</li> <li>Refrain from touching surfaces</li> <li>Put all PPE in plastic bag</li> <li>Use hand sanitiser before entering and after leaving the property</li> </ul>
5	<ul style="list-style-type: none"> <li>Retailer, MEP, or Customer advise customer is in isolation</li> <li>Meter is Inside</li> <li>Customer Interaction is required</li> <li>Power is off</li> <li>Medically Dependant Customer</li> </ul>	No Change	Complete job with mitigation steps	<ul style="list-style-type: none"> <li>Make a phone call to the customer prior to arriving on site</li> <li>Advise customer of your arrival at site by, phone, text, or door knock</li> <li>Implement Door Step Protocol</li> <li>Advise customer to leave the work area while you are at site</li> <li>Put on full PPE Gear</li> <li>Refrain from touching surfaces</li> <li>Put all PPE in plastic bag</li> <li>Use hand sanitiser before entering and after leaving the property</li> </ul>



# FINISHING WORK

- ▶ All waste and disposable PPE must be removed from the site and securely disposed of – ensure the site is left in a clean and safe state.
- ▶ Enter relevant contact tracing details in the NZ COVID Tracer App and ResponseAbility App.
- ▶ All tools should be cleaned and sanitised at the end of the working day.
- ▶ Unless you need to access stores at the end of your working day, travel directly to your home rather than going back to the depot or office.
- ▶ If you enter a Delta premises remember that Delta requires all staff in indoor settings within our premises to always wear a mask, except when seated at a desk or while eating.
- ▶ When returning home follow the necessary hygiene measures.
- ▶ 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 \(covid19.govt.nz\)](#)