



# Delta Business Continuity Plan – COVID-19 (Coronavirus)

15 February 2021

## Business Continuity Plan – COVID-19 Level 2

The following document specifically relates to the COVID-19 Level 2 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).**

**If you 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.**

## Property Entry Protocol

Always follow the Delta Doorstep Protocol

When knocking at door, stand at least two meters back to speak to customer

- Check with the customer if any possible health reasons why you can't enter the home
- Establish what PPE is required as per the job scenarios below.

## 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"> <li>No COVID-19 threat</li> <li>Meter is Outside</li> <li>No Customer Interaction is required</li> </ul>	No Change	Complete job as expected	<p>Make a phone call to customer prior to arriving on site Advise customer of your arrival at site by, phone, text or door knock</p>
2	<ul style="list-style-type: none"> <li>No COVID-19 threat</li> <li>Meter is Inside</li> <li>Customer Interaction is required</li> </ul>	Change	Complete job with mitigation step	<ul style="list-style-type: none"> <li>Make telephone call to customer prior to arriving on site</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> <li></li> </ul>
3	<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>	Change	Complete job with mitigation step	<ul style="list-style-type: none"> <li>Make telephone call to customer prior to arriving on site</li> <li>Implement Door Step Protocol</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>
4	<ul style="list-style-type: none"> <li>Retailer, MEP or Customer advise customer is in isolation</li> <li>Meter is Outside</li> <li>No Customer Interaction is required</li> </ul>	No Change	Complete job as expected	<p>Make a phone call to customer prior to arriving on site Advise customer of your arrival at site by, phone, text or door knock</p>
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 on</li> </ul>	Change	Turndown job	<b><u>Don't enter the property</u></b>
6	<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>	Change	Complete job with mitigation steps	<ul style="list-style-type: none"> <li>Make telephone call to customer prior to arriving on site</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>
7	<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>	Change	Complete job with mitigation steps	<ul style="list-style-type: none"> <li>Make telephone call to customer prior to arriving on site</li> <li>Implement Door Step Protocol</li> <li>Advise customer 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>

**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.**

**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

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.

When practicable, keep a 1 metre distance from workmates.

Record all details in the Contact Tracing Form using the ResponseAbility App or a paper copy.

Continue to practice good hand hygiene throughout the day.

At the end of a job, ensure your worksite is left in a clean and tidy manner.

**FINISHING WORK**

Ensure job completion and Contact Tracing Forms are completed as required

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 – no need to stop by the depot, unless picking up material.

When returning home follow the necessary hygiene measures.