

DELTA WORKING FROM HOME PROTOCOL

Key Information

Delta will have all of its office based employees, and some of its field based employees, working from home during at least the next 4 weeks, as New Zealand goes into lockdown.

Our focus at present is to put the arrangements in place for remote working and to set up our field teams that will continue to work and support Lifeline Utilities.

Once we have a little more time, we will be able to identify tasks and scopes of work that can be completed whilst working at home. This is a great opportunity to get the things done that we never get to. We appreciate your patience whilst we sort the immediate work priorities.

This protocol sets out Delta's expectation regarding working from home during the COVID-19 outbreak period.

Managers

Managers across the organisation will be expected to work with their direct reports to determine what work activities can be achieved during this time. Mandatory meetings via phone, email, Microsoft Teams, or other available software/systems, are to be scheduled by Managers. The following requirements are essential:

1. Daily 'direct' team check in – each morning
2. Weekly team meeting (at the direction of the GM)
3. Weekly one-on-ones to track progress on agreed work priorities
4. Team wellbeing checks – ad hoc and regular
5. Normal work-hour availability via phone and email is necessary, and advance notification if for any reason you are not available.

Employees

All staff that can work from home, will be doing so during this time. Therefore the following requirements are expected of you:

1. Expected work hours while at home will be agreed upon with your Manager in advance. The default expectation is that staff will be available during normal office working hours.
2. A preferred communication channel will be agreed upon with your Manager in advance.
3. Regular scheduled meetings and check-ins will be agreed upon and placed into Outlook and Teams calendar.
4. Tasks will be agreed with completion dates with your Managers during check-ins and meetings.
5. Ensure your workspace is comfortable and aim to be able to transition out of your home workspace environment.
6. All staff must follow the directions of their Manager and work as directed. All normal Health & Safety guidelines are to be followed.

All Field staff that are at home (either because there is no immediate work or you are rostered off) must remain in a fit state for work, and be available during normal working hours in case we need to call you back in at short notice.