

# COVID-19 Control Framework

Version 1.4



Key Elements



Controls for Field & Office Staff



Detailed Guidelines



# Principles

Principles for safe working during Levels 3 & 4 COVID-19 Lockdown.

## Principles

Staff Classification



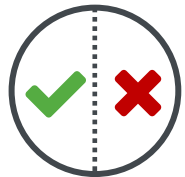
### Protect vulnerable staff.

High risk or vulnerable workers stood down, or working from home.



### Essential staff only in depots and offices.

Strict controls to maintain 'clean zones'.



### Clearly defined controls.

Clear controls for staff to operate under Level 3/4.



### Monitoring & reporting.

Daily monitoring of staff and centralised reporting.



### Strict work team bubbles.

Establish work bubbles and prevent workers from moving across work bubbles.



### Contact tracing.

Contact tracing in place to notify of illness and rapid stand down of work bubbles.



# Staff Classification



## Vulnerable & Higher Risk

Staff who are deemed at higher risk if they contract COVID-19 are stood down or reassigned to home-based duties.

At risk groups include the following criteria:

- Severe respiratory conditions
- Cancer - those with active treatments incl. chemotherapy & radiotherapy
- Those over 70 years of age
- Diseases including liver disease, kidney disease, heart disease
- Diabetes
- Compromised immune system
- Solid Organ Donor Recipients
- Pregnant with significant heart disease

Work remotely, or stay at home.

Sources: Ministry of Health (NZ), NHS (UK).



## Single Person

Staff who work individually to perform essential services such as:

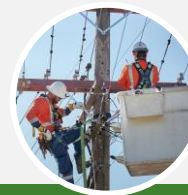
- First responders
- Inspectors
- Lone jointing
- Some technician work
- Truck driving / deliveries



## Single Bubble

Single Northpower team in a defined work bubble – for example

- Line crew
- Jointers working together
- Technicians working together



Controls in place to continue working.



## Multi-Bubble









Multiple crews doing works that involve different crews or service providers, each in their own work bubble – for example:

- Several gangs
- Line crews
- Traffic management
- Cable hauling
- Working with other service providers
- Civils



# Working in the field

Controls during Levels 3 & 4 COVID-19 Lockdown.

	Single Person	Single Bubble	Multi-Bubble
 <p><b>Wash hands and sanitise regularly</b> Clean hands with soap and water or use hand sanitiser.</p>	✓	✓	✓
 <p><b>Keep a minimum 2 metre distance from the public</b> Refer to the detailed guidelines for PPE and visiting customer homes</p>	✓	✓	✓
 <p><b>Honour the split-start time schedule</b> Work at different times compared to other workers.</p>	✓	✓	✓
 <p><b>Avoid contact with surfaces</b> Disinfect all commonly touched surfaces including plant/equipment.</p>	✓	✓	✓
 <p><b>Maintain your bubble including transport to site</b> Barricade your work area at all times if possible.</p>		✓	✓
 <p><b>Maximum 2 people per vehicle</b> Only transport people in the same bubble. GPS login mandatory.</p>		✓	✓
 <p><b>Stay 2 metres away from other bubbles</b> Keep your distance from bubbles working on the same site</p>			✓
 <p><b>Have an identified observer to monitor protocols</b> Person on site to ensure that controls are being used correctly</p>			✓

# Working in the field

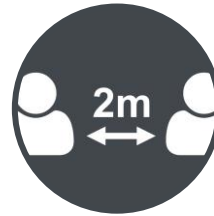
Controls during Levels 3 & 4 COVID-19 Lockdown.



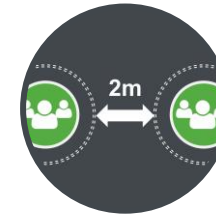
Wash hands or use sanitiser regularly



Maintain your work bubble at all times, including transport to site



Keep a minimum 2 metre distance from the public



Stay 2 metres away from other bubbles



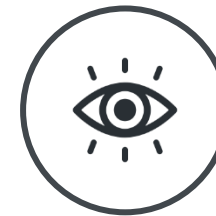
Disinfect surfaces or avoid touching altogether



Maximum 2 per vehicle. GPS login mandatory



Honour the split-start roster schedule



Have an identified observer to monitor protocols



# Working in offices & depots

Controls during Levels 3 & 4 COVID-19 Lockdown.



Wash hands or use  
sanitiser regularly



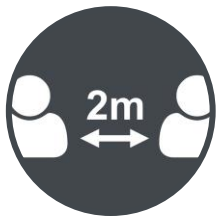
Sign-in to the visitor log  
using your own pen



Stay in your area / zone  
within the office



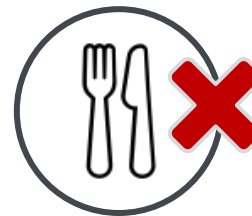
Use only the desk that  
is assigned to you



Maintain 2 metre distance  
from anyone else



Avoid contact with surfaces.  
Use disinfectant



Avoid kitchens and  
communal areas



Use the closest bathroom  
to your zone



**Bubble Working**

Customer Premises

PPE

Hygiene

# What is a bubble?



Whether you're working on your own, or within a crew, at the office or at home, ensure you have an established working bubble.

1

Bubble working means identifying the crew you will be in close contact with during COVID-19 restrictions.

2

Everyone has an established bubble and interacts only with other team members inside that bubble.

3

Your family become part of your extended work bubble. If they get exposed to COVID-19 it puts your work bubble at risk too.

4

Office staff also have bubbles, typically the zone or area you work in, for example stores or HSQE.

5

Your bubbles protects you by reducing the risk of exposure, and allow us to rapidly 'contact trace' if someone gets sick.

6

Protect each other by protecting your bubble. It is special, it is precious!



**Bubble Working**

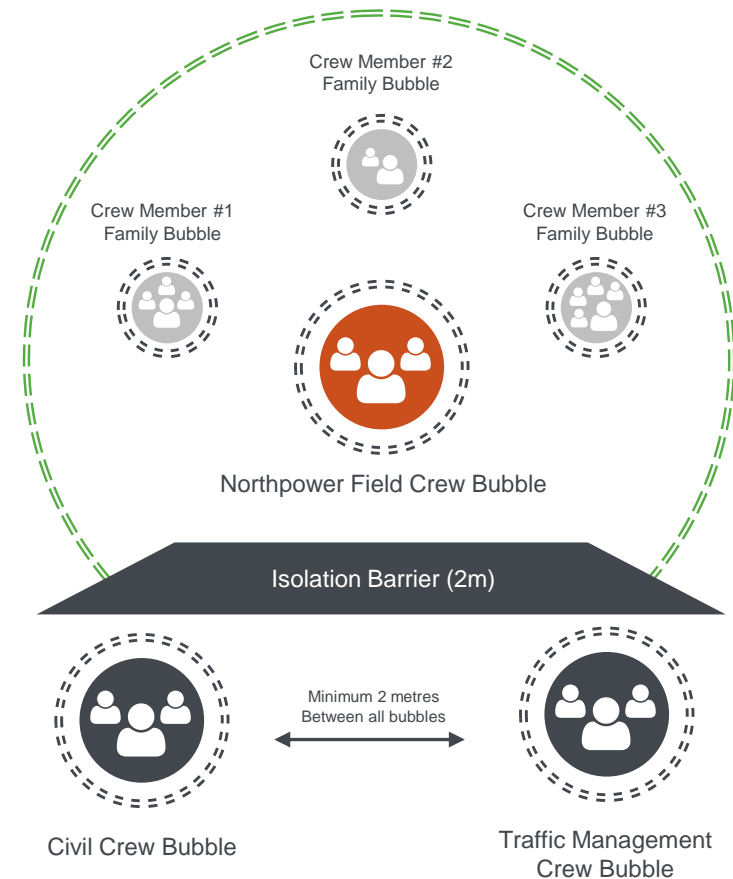
- Customer Premises
- PPE
- Hygiene

# Bubble working for field staff

Whether you're working on your own, or within a crew, ensure you have established working bubbles.

## Example: Job site with multiple crews

Keep the numbers small and stay within established bubbles.	✓
Keep a minimum of 2 metres away from other bubbles.	✓
Keep safe distances within your work bubble.	✓
Encourage your family to keep their bubble intact.	✓
Do not work outside of your work bubble.	✗
Do not break your family / social isolation bubble.	✗







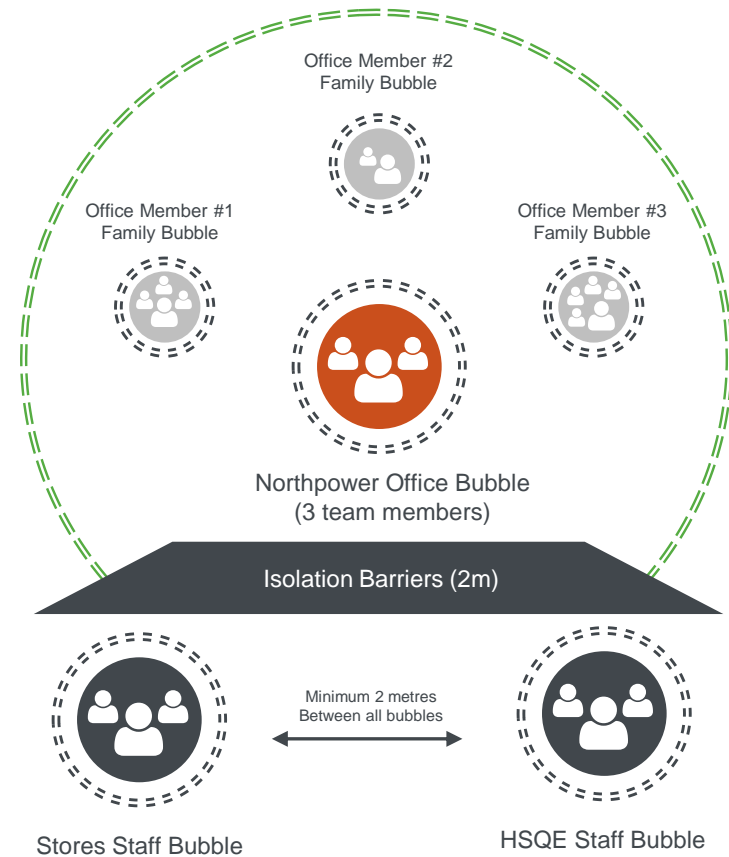
**Bubble Working**

Customer Premises  
PPE  
Hygiene

# Bubble working for office staff

Whether you're working on your own, or part of a team, ensure you have established working bubbles.

Sign-in daily to the visitor log and remember to bring / use your own pen	✓
Stay in your area / zone within the office.	✓
Use only the desk that has been assigned to you.	✓
Maintain at least 2 metres from anyone else in the office at all times.	✓
Use the closest bathroom to your zone and avoid other bathrooms. Don't take your phone.	✓
Bring pre-prepared food and drink.	✓
Don't touch surfaces – avoid kitchens, printers and communal areas or disinfect before and after use.	✗



# Visiting customer homes

For when internal access to a premises is required.



1

## Phone ahead.


If possible, call the site or premise to arrange an arrival time. **Ask the safety questions first.**



2

## Knock, & step back 2 metres.

Introduce & identify yourself, **ask the safety questions.**

 If there is no response and you cannot proceed with the work, leave a note asking the customer to contact their retailer.



3

## When safe to do so, proceed.

Proceed & complete the work maintaining distance from all occupants and follow safety instructions.



4

## Sanitise and clean up.

Wipe down all surfaces you came in contact with, wash hands thoroughly with soap or use hand sanitiser. Leave the site maintaining distance and follow PPE removal procedure.

## Safety Questions



Is anyone within the household...

- Currently unwell with flu-like symptoms?
- Been exposed to someone with COVID-19?
- Self-isolating at the direction of the Ministry of Health, Healthline, or your GP?
- In a "HIGHER RISK" group? (see page 3 definition)

**If one or more answers is YES**

**Stop** and call your manager or supervisor before proceeding.

## Always:

- Maintain at minimum, a 2 metre distance from the customer.
- Where internal access is required, ask the customer to leave the room.
- Wear PPE in accordance with the COVID-19 PPE guidelines whilst inside the premises.
- Dispose of items correctly in the bags provided and return them to the depot for disposal.

## Know that at all times:

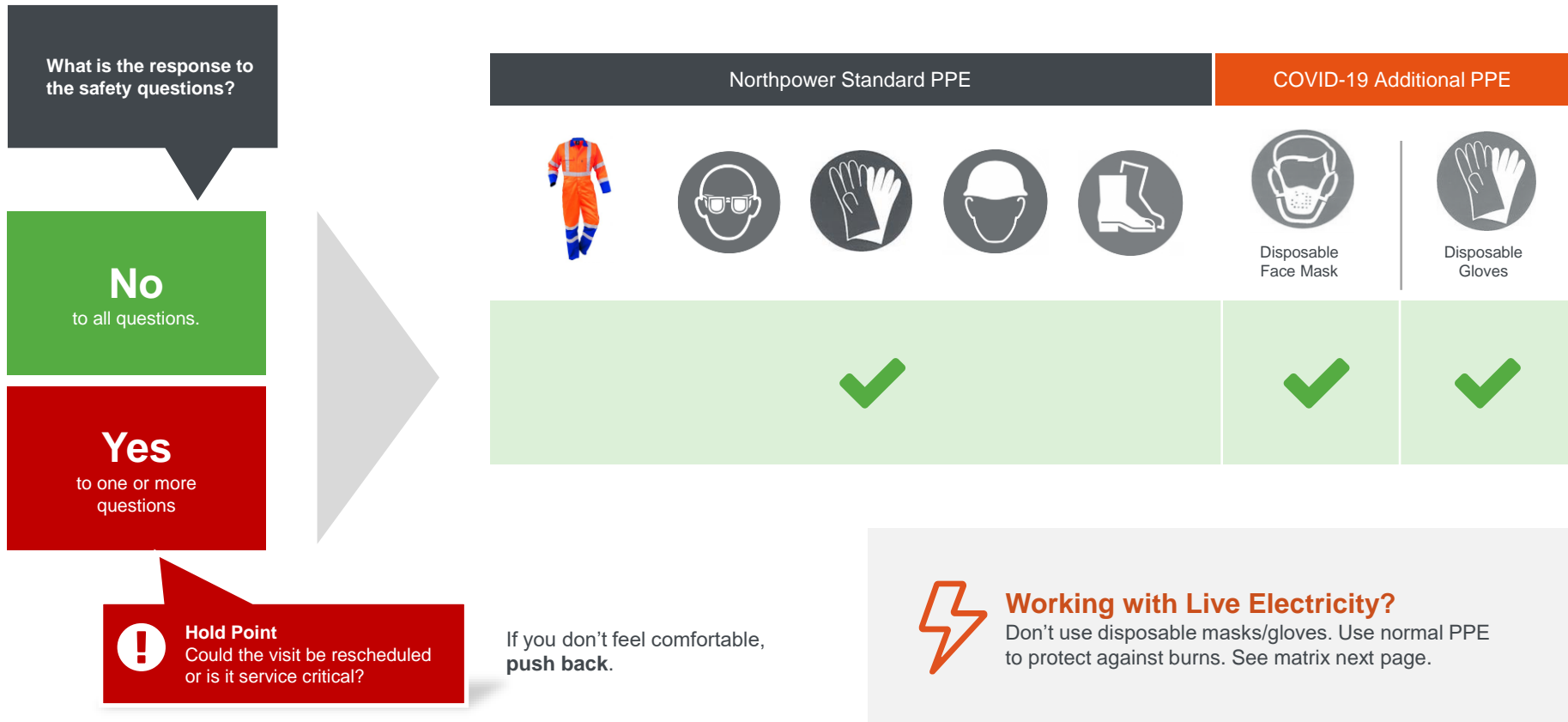
- If you don't feel comfortable, **push back.**
- If the customer will not vacate any room you require access to, politely advise that you cannot proceed until they do so.
- If the customer does not follow your instructions at any time, leave the premises and call the dispatcher / scheduler from your vehicle.
- In 7 days the office will call the customer to ask if any suspicion of COVID-19 illness.



# PPE required in customer homes

PPE Selection during COVID-19 when internal access to premises is required.

Bubble Working  
**Customer Premises**  
PPE  
Hygiene





# COVID-19 PPE Matrix

Always follow the PPE requirements for the work you are carrying out as per Standard Operating Procedures.

## Work Activity:



<p>Any activity carried out either alone or within a secure established work bubble that is not at risk of being compromised by others. Examples include: sub-stations, control rooms, field locations with minimal foot traffic or where temporary traffic management is established.</p>	✗	✓	✓
<p><b>First Response</b> Reactive / faults; Gas, Electricity or Fibre Fibre first response use disposable gloves. All others use regular PPE.</p>	✗	✓	✓
<p>Anywhere where 2 metre distancing from people outside your bubble is not assured. Examples include: Stores Workers, Other Bubbles, Customer Premises. Other field locations where public interaction is likely.</p>	✓	✓	✓
<p>Non-contact interaction with the public where separation &gt;2m is maintained but surface contact may still occur. Examples include: surveys, mail drops, meter board checks, etc.</p>	✗	✓	✗
<p>Two same-bubble workers working in close proximity where live electricity is present. Examples include: in a bucket truck or service pit / trench.</p>		✓	✓



## Working with Live Electricity?

Use your existing PPE which includes face protection that will also help keep you safe from exposure.



## **i** Remember

- If your task-specific PPE includes gloves, continue to use them as normal. Use disposable gloves for all other instances.
- Task specific PPE should be cleaned with cleansing wipes or similar following each use.
- All disposable PPE to be securely bagged following use and disposed of at the end of each day.



# Using face masks

Follow PPE guidelines for all protective equipment use.

## How to wear a mask

Shave off facial hair. It can prevent a tight, sealed fit.

Wash hands with soap and water or use hand sanitiser.

Masks should fit snugly and fully cover your nose and mouth.

Fit flexible nose piece over the nose bridge.

Secure on the head with ties and elastic.

Adjust to fit – secure on your head, fitting snugly around your face with no gaps.



Avoid touching or adjusting your mask during use.

## How to remove a mask

Wash hands with soap and water or use hand sanitiser.

Avoid touching the front of the mask.

If the mask has ties, untie the bottom, then the top.

Remove from face.

Discard, and do not use again.

Wash hands with soap and water, or use hand sanitiser immediately.

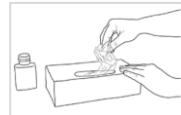


# Using gloves

Gloves provide a protective barrier against germs. It is important to remember that using gloves correctly will reduce the spread of germs, but will not eliminate it.

## How to put on gloves

Take glove from original box or bag.



Touch only restricted surface corresponding to wrist.



Put on the first glove.



Take second glove with bare hand, and touch restricted to surface of corresponding wrist.



Avoid touching bare skin with already gloved hand when putting on the second glove.



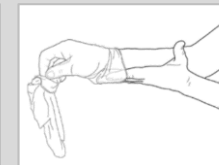
Gloves are not suitable for water or hand sanitiser.

## How to remove your gloves

Pinch one glove at wrist level to remove it. Without touching the skin, peel away from hand. Glove will turn inside out.

Hold removed glove in gloved hand. Slide fingers underneath the gloved section. Roll second glove into the first glove.

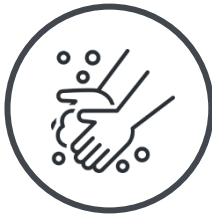
Discard the removed gloves in a disposable bag.





# Practicing good hygiene

Basic guidelines for maintaining good hygiene practices.



Wash your hands with soap and water often (for at least 20 seconds). Then dry.



Cough or sneeze into your elbow or by covering your mouth and nose with tissues.



Clean and disinfect frequently touched surfaces and objects, such as doorknobs.



Don't touch your eyes, nose or mouth if your hands are not clean.



Put used tissues in the bin or a bag immediately.



Stay home if you feel unwell.



# Returning home after work

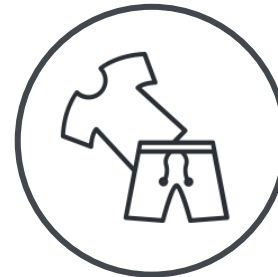
When you return home after work, take all precautions to ensure that everyone in your bubble is safe.



1

## Sanitise

Avoid touching anything until you sanitise or wash your hands thoroughly.



3

## Clothes & bags

Place your clothes and bags in a container and wash in a hot washing machine cycle (over 60 degrees).



2

## Leave shoes outside

Remove your shoes, do not walk through the house with them on. Leave them outside.



4

## Shower

Have a shower and make sure to clean your hands, wrists, arms, neck, nails and all areas that may have been exposed.



## Important notice

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