

PLAN | Covid-19 Preparation and Response

The response plan is designed to balance robust preparation and readiness with a responsible, facts-based position on activities to minimise panic and concern among staff while providing reassurance. This is a response plan specific to the Covid-19 outbreak and draws from the general pandemic response plans in the business.

The plan is broken down into phases based on the stage of the spread of the virus with respect to First Gas Group operations. Note that the transition between phases is not a clean step and early implementation of a next phase activities may be appropriate under certain circumstances – particularly in communications.

Government requirements imposed centrally may supersede the actions and order defined here. As a general rule, guidelines issued by the NZ Ministry of Health will be followed.

Phase	Phase Description	Themes	Actions
1 – Preparation	Exposure in NZ limited and remaining contained. No community transmission	Ensuring preparedness for next phases. Communicating calmly and factually	Management structure: <ul style="list-style-type: none"> Define structure for pandemic management, including key workstreams and leads
			Communications: <ul style="list-style-type: none"> Subscribe to appropriate sources of updates Provide internal updates to staff covering planning activities, progress of the virus as required and general awareness Prepare communications plan in readiness for next phases, including planned information for customers, contractors, suppliers, franchisees and staff Develop and circulate FAQs for staff and managers

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			<p>Operations:</p> <ul style="list-style-type: none"> • Identify baseline requirements for business-critical roles • Identify roles that can be carried out remotely • Develop working protocols to ensure baseline business delivery while minimising potential for cross-contamination • Carry out risk assessment on working protocols • Confirm hierarchy of gas delivery requirements based on criticality of customer • Review equipment and supplier needs to identify critical dependencies
			<p>Staff welfare:</p> <ul style="list-style-type: none"> • Develop systems for responding to staff welfare issues in later phases
			<p>Minimising spread:</p> <ul style="list-style-type: none"> • Provide travel advisories – no non-essential international travel • Ensure staff inform management of any private travel plans • Increase use of virtual meetings
2 – Activation	Some community spread but no significant outbreak and no First Gas Group staff affected	Higher awareness and focus on interaction with general public and potential sources of infection but largely business as usual	<p>Communications:</p> <ul style="list-style-type: none"> • Implement relevant components of communication plan • Inform staff of pending management controls, including expected working protocols
			<p>Operations:</p> <ul style="list-style-type: none"> • Begin preparation for implementation of working protocols defined in Phase One • Confirm availability of spares, supplies etc and begin implementation of contingency plans

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			Minimising spread: <ul style="list-style-type: none"> Implement working protocols for customer facing roles
3 – Escalation	Community spread is now widespread such that First Gas Group infection is likely. Potential clusters of infection	Maintaining normal business as far as possible. Full readiness to move to Phase Four.	For operations near a cluster of infection, move directly to Phase Four.
			Communications: <ul style="list-style-type: none"> Update all staff on locations of outbreaks and resend hygiene information Reiterate requirement for symptomatic staff to remain at home Information relating what to do if staff become sick, or suspect a colleague is sick
			Minimising spread: <ul style="list-style-type: none"> Travel restrictions to locations of clusters General requirement for reduced travel and reduced public contact where possible Notices at building/site entry points advising people not to enter if symptomatic or having been in close contact with infection
4 – Full implementation	Widespread community outbreak and/or First Gas Group staff infected.	Minimising spread. Maintaining containment. Moving to business-critical functions.	Communications: <ul style="list-style-type: none"> Informing all relevant parties of restrictions being taken Providing regular updates
			Operations: <ul style="list-style-type: none"> Move to working protocols defined for roles Working from home where possible Appoint a pandemic manager for each location to oversee the implementation and provide a first point of contact

Phase	Phase Description	Themes	Actions
			Minimising spread <ul style="list-style-type: none"> • Maintaining distance from other people while at work • Avoiding sharing of equipment and disinfecting where equipment must be shared • Travel restricted to business critical only
			Staff welfare: <ul style="list-style-type: none"> • Maintain communications and links with people working from home and in isolation • Remind staff about counselling options etc • Management maintain awareness of pandemic impacts on staff and their families, providing support where possible • Communication routes for concerned staff will be provided
			Case management: <ul style="list-style-type: none"> • People identified as symptomatic should be sent home and provided with information relating to symptoms and treatment (provided via Ministry of Health information) • The individual's manager is informed and is to maintain contact • The individual's workstation will be quarantined unless required for other workers, in which case it will be disinfected • A register of all staff infected will be maintained • Return to work will be considered on a case by case basis, dependent on <ul style="list-style-type: none"> • Role criticality • Amount of time since end of symptoms • Anyone who has worked closely with an infected individual will be required to self-isolate for 14 days
Cessation	Lifting of restrictions and cessation of the pandemic plan will be decided by the CEO and Executive team		