
COVID-19 Response Plan

Last Review Date:	20 August 2021
Next Review Date:	Reviewed as required
Owner:	HR

1. Overview

The COVID-19 Pandemic means we have to be prepared and ready to modify our business operating model whenever an alert level changes to align with Government recommendations. According to research, social distancing is the most effective method to slow down and halt the spread of COVID-19. Given the very serious threat the virus poses to those that are vulnerable (elderly and those with high-risk medical conditions). We want to ensure we take all measures to protect the safety of our people and the general public while changing the way we work to ensure our resilience.

Total Oil NZ provides an essential service to many of our customers who operate in the transportation, power and food sectors. For this reason, we are doing all we can to protect our operations and delivery teams to ensure we can continue to operate. Any of our team who is over 70 or has health conditions that put them at greater risk, must work from home. In roles where working from home is not possible, those staff must stay home to ensure they are safe and protected. Strictly following social distancing will significantly lower the risk for our people, families and our community. Even though cases are low in NZ at this time, it is vital to take action early to stop the rapid spread of the virus.

This document sets out Total Oil NZ's operating model and general response based on each alert level. Safe Work Practices will also be assigned to Alert Level 3 and 4 – you can find a copy of these in Bamboo HR under COVID-19.

For the most up to date advice and information - The [Ministry of Health - COVID-19](#) and Government's [COVID-19](#) websites are updated regularly with all of the latest information you need to know. Please check here for anything you are unsure of.

Alert Level 1 – 'Prepare'

Alert Level 1 'Prepare' means COVID-19 is contained in New Zealand however is still uncontrolled overseas. For Total Oil NZ this means business as usual. It is important to stay prepared, practice good hygiene and ensure you stay home if you are unwell.

Alert Level 2 – 'Reduce'

Alert Level 2 is summarised as 'reduce' this means COVID-19 is contained but the risk of community transmission remains. In this scenario it is business as usual with extra hygiene protocols such as hand washing and sanitising before entering site and throughout the day, social distancing of 1m within the office/branch environment (no physical contact) and 2m in public places. It is still important to ensure you stay away if you are unwell. Masks are required on public transport and aircraft.

Alert Level 3 – 'Restrict'

Alert Level 3 is summarised as 'restrict' and means there is a high risk that COVID-19 is not contained.



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For Total Oil NZ, Level 3 is predominantly the same as Alert Level 4. The **one key** difference is the ability to supply **all customers** (not just essential customers), provided the same safe practices are followed. No staff other than the core operations staff* are to enter the branch. No customers may enter inside our sites. No face-to-face sales calls are to be made and all staff who can, must remain working from home. All staff working on-site must wear a mask and keep to the two-meter social distancing rule. All masks must be disposed of at the end of the day or shift whichever comes first. In this scenario only critical staff will be allowed in the office to perform tasks which cannot be performed from home and all other staff will be in self-isolation. The principle behind this arrangement is to isolate staff from any transmission and is strictly mandated by the government.

Alert Level 4 – ‘Lockdown’

Alert Level 4 is summarised as ‘Lockdown’ this means COVID-19 is likely not contained and you must stay home other than for essential personal movement. Total Oil NZ can **only** supply essential service businesses such as the ports, food production and transport companies. Operating under Alert Level 4 means all branches are closed (doors locked) and no staff other than the core operations staff* (or on call person) are to enter the branch. No customers may enter inside our sites, no face-to-face sales calls are to be made and all staff who can **must** remain working from home. The principle behind this arrangement is to isolate staff from any transmission and is strictly mandated by the government. At Alert Level 4 you must legally wear a mask if you are a customer or an employee involving a customer contact and all masks must be disposed of at the end of the day or shift whichever comes first.

- All deliveries must be contactless and you must wear a mask.
- You must wear a mask if you go to the supermarket, petrol station, pharmacy, health care facilities etc

*Core Operations staff – the staff who are undertaking the pick, packing and delivery of product to customers under an alert Level 3 or 4.

2. Response Plan – General Level 2 ‘Reduce’

- All Total Oil NZ Branches are open for business and must display a QR Code. Also customers who do not have the COVID Tracer App must sign in.
- Wash and sanitise your hands as soon as you enter the building. Wash and sanitise constantly throughout the day.
- All staff must keep one-meter apart in the branch/office at all times.
- Limit all non-essential travel.
- All staff are to follow the two-metre rule and keep social distances.
- No handshakes, hugging or physical contact with anyone outside of your bubble.
- Staff **MUST** wash their hands with soap and for at least 20 seconds as often as possible.



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3. Response Plan – General Level 3 & 4

All branches and the support office need to complete a plan as per [Appendix 1](#) and stipulate operating hours/delivery plan/on-call person etc you can find a clean copy of this template on Bamboo HR under COVID 19. Below sets out the general protocol for TONZ.

- All Total Oil NZ branches are on lockdown, doors are physically locked. No visitors other than essential staff are to enter at any time.
- All non-essential roles are to work from home. We must protect our operations and delivery teams to ensure we can continue to operate.
- As we can supply to all business at Level 3 core operations staff* can be in the branch to pick, pack and deliver to customers provided health protocols are followed.
- All travel is cancelled including both domestic and international.
- Each branch has been supplied with hand sanitiser and masks. These must be kept in the delivery truck and used regularly. All Masks must be disposed of at the end of each working day and/or shift whichever comes first.
- All staff are to follow the two-metre rule and keep social distances.
- No handshakes, hugging or physical contact with anyone outside of your bubble.
- Staff MUST wash their hands with soap and for at least 20 seconds as often as possible.
- Support Office may have skeleton staff working in the branch by coordination. This includes the Warehouse team and one person from Logistics, Technical, Marketing, Finance or Admin. This may change depending on the business need.
- Be frugal and do not spend any company funds unnecessarily. Check with your manager before you spend.

4. Response Plan – Branches and Deliveries Level 3 & 4

- Doors are to be physically locked and courier drivers must leave any goods at the door.
- No visitors.
- No sales staff inside branches unless you have been deemed as the 'on call' person.
- Cash sales must call in an order and make payment via internet banking only and stock should not be released until payment is confirmed by the Finance Team.
- Products are to be picked and left outside the front doors for collection.
- Sales staff can still pick up and deliver if needed but they are not to enter the branches unless deemed as the branches 'on-call' person.
- All staff must keep two-meter distance rule at all times and only one person per vehicle is allowed.
- All deliveries are contactless at all times, no exceptions.



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5. Response Plan – Sales Team

- No physical sales calls to be made under any circumstances. Under Alert Level 3 we can supply to all customers so it is back to doing business but from home.
- Phone calls to all customers for orders and to check in and see how their business is going and to provide updates on our supply management plan.
- Please ensure the priority of the order is clear. There may be delays in delivery.
- Clearly communicate all requirements of your customers to operations staff.
- Sugar is key – make sure you keep detailed notes and do this regularly.
- Update phone calls as call cycle for reference.
- Follow up on overdue customer debt and make reference notes in Exo.

6. Cases or Suspected Case of Covid-19

If you experience symptoms of COVID-19, particularly a fever and cough, if you have been to an area with high case numbers or if you have been in close contact with an infected person, please isolate yourself immediately, let Jaimee know and contact Healthline for advice – 0800-358-5453

Do not go to your local doctor or medical centre without ringing first. Multiple testing stations are set up across the country where you can safely be tested and not put others at risk. Healthline can advise of the testing station nearest you.

7. Communication

Primary Contact Person for Staff: Jaimee McAleese (027-315-6533)

Managers and the Exec are there to support their teams but Jaimee will monitor the situation and keep track of how we are doing in terms of our people company wide. Reuben will also be heavily involved and monitoring the situation closely. If you suspect or are confirmed to have COVID-19 or have any questions or concerns about our response to this pandemic, please contact Jaimee immediately.

- Reuben will send out daily updates with key information and instructions if/when the situation changes.
- The Exec are meeting daily (via Teams) to check in on the situation and how we are all doing.
- Grant, Greer & Craig have set up daily meetings with their leadership teams do to the same.
- All teams are encouraged to set up regular catch ups via teams – at least once a day.
- Keep in regular contact with your team-mates, especially those who are over 70 or with health conditions that put them at greater risk.
- Mental health and wellbeing is critical in a crisis so we will be sending regular updates and hints and tips to keep you healthy.



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8. Working from Home

All staff who can work from home must do so. Only our operations/dedicated on-call workers will not be working from home. Support Office may have skeleton staff working in the branch by coordination. This includes the Warehouse team and one person from Logistics, Technical, Marketing, Finance or Admin. This may change depending on the business need.

- **Meetings** – All face-to-face meetings are replaced by Teams
- **Collaboration** – We will be using Teams and Email to keep everyone up to date

If you are working from home you will be expected to conduct your normal daily tasks or those set out by your manager. If there is something you are unable to do that you need to let your manager know asap. If due to the nature of your role you can't undertake your regular activities, now is a good time to work on those business improvement opportunities/ideas that you have had.

9. Mental Wellbeing

Lockdown and being isolated can be tough for you and your loved ones. Unless you tell us, we will never know what is going on for you at home, and **your mental health matters**. We are your work whanau and want to ensure you feel supported and have access to support services if you need. It is important to keep a daily routine and be active if you can. Your team will have a daily check in and update via MS Teams, and as part of your branch/team plan you will have been assigned a buddy to check in with each day. This provides another layer of support for both of you and provides an opportunity to chat about the days events.

Please take the time to care for your mental wellbeing. Based on the World Health Organization's guidelines, here are some helpful tips to follow:

- **Anxiety** - If you are feeling anxiety, avoid watching, reading, or listening to news that may increase your distress. Use news to take practical steps and set aside a couple times per day to review the news, versus a continuous stream. Avoid social media.
- **Stress** - If you are feeling stressed, take a break and get some fresh air
- **Empathy** - If you are upset, be empathetic to the others around you that may also have higher levels of anxiety and stress.
- **Language** - Be careful in the language that you use by being thoughtful of others and mindful that everyone has different levels of stress and anxiety

Please remember your leadership team is here to support you and you have access to EAP services - they will be operating as per normal at all alert levels. You can contact them via phone: 0800 327 669 or <https://www.eapservices.co.nz/request-an-appointment>

10. Important Contacts

We believe these measures will help keep you, your family and our community safe. While this is an uncertain time, by working together and taking the measures needed, we can stop the spread of the virus and protect most vulnerable members of our society.

Thank you for your help.
Reuben



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TONZ BRANCH PLAN/S ALERT LEVEL 3 & 4

Location:		Opening Hours (Person on site)		
Delivery Plan:				
People	Buddy	Self-identified as High Risk or have high risk people in their bubble	Response Role	On-Call (Yes/No)
<p><u>Please set out your plan to check in on wellbeing, keep staff engaged and occupied</u></p>				



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TONZ SUPPORT TEAM PLAN/S ALERT LEVEL 3 & 4

Team:		Staff on site:		
Operational Plan:				
People	Buddy	Self-identified as High Risk or have high risk people in their bubble	Role	On-Call (Yes/No)
<p><u>Please set out your plan to check in on wellbeing, keep staff engaged and occupied</u></p>				



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