

COVID-19 Protection Framework –Total Oil NZ Response Plan

Last Review Date:	December 2021
Next Review Date:	Reviewed as required
Owner:	HR

Purpose and Scope

The purpose of this plan is to provide guidance on Total Oil New Zealand’s response to the New Zealand Governments Covid-19 Protection Framework. Total Oil New Zealand as an Employer and PBCU is required under the Health and Safety at Work Act 2015 to identify and implement all reasonably practicable means to eliminate and/or minimise health and safety risks to staff and others affected by our activities. The Ministry of Health advises that fully vaccinated persons present a lower risk of COVID-19 transmission, subsequent hospitalisation and have the highest survival rate. COVID-19 is transmitted from person to person, predominantly by respiratory droplets and aerosols generated when an infected person (not necessarily with symptoms) breathes, coughs, sneezes or talks. Transmission is primarily airborne, face-to-face. Given the customer centric nature of our business and high level of interaction a large portion of our workforce have with customers and suppliers, Total Oil New Zealand has made the decision to deploy the use vaccine passes for all customers/suppliers/contractors and visitors entering our premises from Monday 13 December 2021.

The COVID-19 Protection Framework replaces the Alert Level System with a new flexible 3-level approach to managing COVID-19 in the community. It allows a greater level of freedom for vaccinated people than would be possible under the Alert Level system.

Green – used when there’s limited COVID-19 in the community, hospitalisations are at a manageable level, and the health system is ready to respond. Face coverings will be mandatory on flights and encouraged indoors.

Orange – used when there’s increasing community transmission of COVID-19, the whole health system has focused its resources but can manage the outbreak, and there is an increasing risk to the public. Face coverings will be mandatory on flights, public transport, in taxis, retail, public facilities, and encouraged elsewhere.

Red – used when action is needed to protect the health system and to protect at-risk populations. Face coverings will be mandatory on flights, public transport, in taxis, retail, public facilities, and recommended whenever leaving the house.

The new traffic light system is more flexible than the previous Alert Level system. It takes into account aspects like vaccination coverage, COVID-19 transmission in communities, and the capacity of the health and disability system. However, the use of regional lockdowns can still happen if community transmission is high, and the health system is not coping.



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General Requirements

All Total Oil NZ Branches are open for business at all levels of the Covid Protection Framework.

All Branches/Offices should display posters on entrance gates, sandwich boards and the entrances to buildings showing our requirement for vaccine passes. QR codes are still a legal requirement and must be displayed for customers/suppliers/contractors and visitors to scan on entry. If they do not have the COVID Tracer App, please ensure you have a tracking sheet available for them to sign in. Please ensure hand sanitizer & masks available at the door or outside for customers to use before entering.



All staff are encouraged to download and register on the NZ COVID Tracer app with Bluetooth on and maintain a digital diary of the locations they visit.

Personal Hygiene Practices

Basic hygiene measures are an important way to stop the spread of COVID-19. These hygiene measures include

- Wash your hands often with soap and water for at least 20 seconds and dry them thoroughly or use an alcohol-based hand sanitizer.
- Cough or sneeze into your elbow or cover your mouth and nose with a tissue when you cough or sneeze & put into a lined bin.
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid all personal contact, handshakes and sharing of kitchen utensils.

Sickness, Signs or Symptoms

Stay home from work and get a test if you are unwell, showing any signs of symptoms of COVID-19, cold or flu such as.

- Coughing
- Sneezing and runny nose
- Fever
- Temporary loss of smell or altered sense of taste
- Sore throat
- Shortness of breath

Symptoms tend to arise around two to five days after a person has been infected but can take up to 14 days to show. The virus can be passed onto others before they know they have it – from up to two



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days before symptoms develop.

Contact Healthline for advice 24/7 – 0800-358-5453

Red Alert Requirements

Red is the highest alert level. When actioned this means there is community transmission and action is needed to protect at-risk people and protect our health system for unsustainable number of hospitalisations. For our business this means.

- Face masks are mandatory in a retail setting and when visiting customers. In general settings face masks are encouraged whenever leaving the house but must be worn in public settings.
- 1m social distancing must be adhered to within the workplace at all times, if not possible alternative controls must be put in place such as wearing face masks.
- No travel restrictions (apart from the Auckland boarder)
- All visitors/contractors/customers/suppliers must scan (QR Code) or manually sign in.
- All visitors/contractors/customers/suppliers must provide my vaccine pass (from Monday 13 December 2021)
- Check with your customers/suppliers if vaccine passes are required to enter their sites.

Orange Alert Requirements

Orange is the mid alert level. There will be community transmission, with pressure on our health system. The whole of health system is focussing its resources, but can manage primary care, public health, and hospitals. There may also be an increasing risk for at-risk people. For our business this means.

- Face coverings are mandatory in a retail setting and strongly encouraged when visiting customers. Please check with your customers if vaccine passes and/or masks are required.
- No travel restrictions (apart from the Auckland boarder)
- All visitors/contractors/customers/suppliers must scan (QR Code) or manually sign in.
- All visitors/contractors/customers/suppliers must provide my vaccine pass (from Monday 13 December 2021)
- Check with your customers/suppliers if vaccine passes are required to enter their sites and update Sugar CRM.

Green Alert Requirements

At **Green** there is limited COVID-19 in the community, hospitalisations are at a manageable level and the health system is ready to respond. For our business this means.

- All visitors/contractors/customers/suppliers must scan (QR Code) or manually sign in.
- All visitors/contractors/customers/suppliers must provide my vaccine pass (from Monday 13 December 2021)
- Masks mandatory on flights.
- Check with your customers/suppliers if vaccine passes are required to enter their sites and update Sugar CRM.



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My Vaccine Pass Verification

The primary purpose of requiring vaccine passes to enter our premises is to protect our people and reduce the possible transmission and spread of COVID-19 in the workplace. Your health, safety and wellbeing are our priority.

New Zealand has high levels of vaccination, and we anticipate most people will have no problem with the use of vaccine passes. Total Oil New Zealand has implemented the use of vaccine passes with the knowledge we are operating on a high trust system. If a customer does not have their vaccine pass available, the recommendation is to offer a **contactless service**.

If the customer does not wish to comply with the requirements or a contactless service.

- Take their order and details, keep socially distanced and your mask on.
- Provide their details to your Manager to follow up.
- If at any time you feel threatened or unsafe call 111 for help.

My vaccine pass is to be sighted at or near the point of entry, or as soon as possible after entry (for example, if there is only one staff member, this might be at the counter behind perplex screen or at distance).

Safety and Mental Wellbeing

Dealing with COVID-19, lockdowns and restrictions isn't easy and the introduction of the new protection framework may generate some fear and anxiety. Your mental health and wellbeing matters and we want to ensure you feel safe in the workplace. For extra security measures and peace of mind Total Oil NZ will test the use of security cameras on site and source personal alarms for lone workers. A lone worker policy is underway which will provide guidelines for those who are on site on their own at any given time.

Please be supportive at this time, you never know what someone else is going through. Take the time to check in with each other and also take 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>



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Actions For Close Contacts

CONTACT	DESCRIPTION	ACTIONS FOR THE CONTACT
Close Contact	<p>People who may live or work with or have been in the same place at the same time as someone infectious with COVID-19. E.g., Have been in close physical proximity to the positive case.</p> <p>*You have received an Orange Bluetooth notification via NZ COVID Tracer App</p>	<p>If you are fully vaccinated**, you need to:</p> <ul style="list-style-type: none"> stay home and self-isolate from others for 7 days from your last contact with the case get a test for COVID-19 straight away and another one 5 days after your last contact with the case <p>If COVID-19 symptoms develop, get an additional test immediately.</p> <p>If you are not fully vaccinated***, you need to:</p> <ul style="list-style-type: none"> stay home and self-isolate from others for 10 days from your last contact with the case get a test for COVID-19 straight away, another one 5 days after your last contact, and another one 8 days after your last contact with the case get another test straight away if you develop COVID-19 symptoms. <p>If COVID-19 symptoms develop, get an additional test immediately.</p>
Casual Plus Contact	<p>Unvaccinated*** people who have been in the same place at the same time as someone infectious with COVID-19 but have not had enough exposure to be a Close contact.</p>	<p>What you need to do:</p> <ul style="list-style-type: none"> Stay at home for 7 days from last exposure, get a test immediately and on Day 5 after last exposure and remain at home until a negative day 5 test result is received. Self-monitor for COVID-19 symptoms for 10 days. <p>If COVID-19 symptoms develop after day 5, get a test immediately and stay at home until negative test result is received.</p>



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CONTACT	DESCRIPTION	ACTIONS FOR THE CONTACT
<p>Casual Contact</p>	<p>People who have been in the same place at the same time as someone infectious with COVID-19 but may not have been near the person. Casual Contacts are at lowest risk of getting sick with COVID-19.</p> <p>You have received a Yellow Bluetooth notification via the NZ COVID Tracer App.</p>	<p>What you need to do:</p> <ul style="list-style-type: none"> • Watch for symptoms for 10 days. • If you do get symptoms, get a test, and stay home until you get a negative test result. • There is no requirement that you stay at home or stay away from other people, unless you are unwell or develop symptoms. • Most people who are a Casual Contact do not get infected or become ill, but it is important to take note of any relevant symptoms for 10 days after you were in contact with the case • If you develop symptoms, you should arrange to get a test as soon as possible and stay at home and away from other people including those in your household, until you receive a negative test result. <p>If COVID-19 symptoms develop, get tested and stay at home until negative test result is received.</p>
<p>Secondary Contact Definition</p>	<p>Unvaccinated*** household member of someone who is an unvaccinated*** Close Contact.</p>	<ul style="list-style-type: none"> • You need to stay home until the Close Contact has a negative day 5 test. If this person develops symptoms after day 5, you need to stay home until they return another negative test. <p>If COVID-19 symptoms develop, get tested and stay at home until negative test result is received.</p>
<p>* Only unvaccinated household members of an unvaccinated close contact are considered secondary contacts. ** Fully vaccinated is greater than or equal to 7 days since receiving the second dose of the Pfizer vaccine.</p>		
<p>*** Unvaccinated is either no dose, one dose or < 7 days since receiving the second dose of the Pfizer vaccine. Only unvaccinated household members of unvaccinated Close Contacts are considered secondary contacts and are advised to stay at home until the Close Contact has a negative day 5 test. If one or more household members develop symptoms at any time, test and stay at home until negative test result AND until 24 hours after symptoms resolve.</p>		



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Business Response Plan

Effectively if **one of your team gets covid** the whole team become **close contacts** and needs to self-isolate for seven days meaning the branch will need to close

If one of your team has a household member, someone you have been in contact with contracts covid you are a close contact and need to self-isolate. That person becomes a close contact and needs to self-isolate for seven days. The rest of the team becomes a casual contact and needs to monitor for symptoms for 10 days.

If the close contact member of the team tests positive the whole team becomes close contacts and the whole team needs to self-isolate for seven days.

If a member of the team is unvaccinated then things become more complicated.

So, we need to have plans in place for if a whole branch needs to close for seven days or longer.

If you are a close contact, please advise us ASAP and start isolation straight away.

If you cannot work from home during isolation, we will be paying staff. We do not at present want to use your sick pay. We want to ensure we are fair for all and that all have no barriers to sharing their status and keeping all our teams safe.

Branch Plan and Actions If We Need to Close the Branch

The logistics team is working to increase stock levels in all branches to ensure we can assist other branches

1. The whole branch will need to work from home and self-isolate.
2. The branch manager contacts support office, and we discuss the plan and actions needed by all
3. The branch will need to divert phones for the branch and contact all customers advising of the closure.
4. We plan to take all orders thru the branch operations and sales teams and dispatch goods from the nearest branch or Hastings via freight company. We will need to advise all clients of potential delays for the period.
5. Pump overs that are urgent, we have the following options. Ideally, we will be able to delay or dispatch a drum via freight company to tide them over.
 - We use a third-party company such as Brands
 - We ask the nearest branch to conduct the pump over
 - We have a member of staff travel to the region to conduct the pump over (we will liaise with staff on this to ensure this person is comfortable with this, has a test for covid before going and has the required skills to assist)



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- All scenarios are reliant that a complete pump over procedure and hazard identification form is completed and on accessible file for the person/company providing the pump over. If this is not in place the pump over will not be able to be completed. The pump over procedure is a compulsory part of our processes so these should all be in place, but it would be good to check these are all in the correct files and accessible remotely.

Actions for each branch:

- Check all pump over processes
- Discuss with the team scenarios and actions
- Customers of concern (remote, dangerous, induction etc.)
- Identify third party pump over options if available
- Phone diversions go to who and how do we share workload fairly
- Prepare a script for consistent message to clients
- Work with support office on return-to-work safety plan

Support Office Plan and Actions If We Need to Close

We are moving enough stock to cover the foreseeable needs of our distributors and customers serviced from Hastings to Taupo new warehouse

All Hastings staff have been audited to ensure they have all the resources they require to work at home effectively

1. The warehouse will close and self-isolate
2. All staff will work from home and self-isolate
3. Calls will be diverted to the appropriate person
4. All customers will be contacted and advised of our plan
5. Taupo will have its resources increased to assist in the dispatch of goods
6. Freight companies will be advised of the changes

