



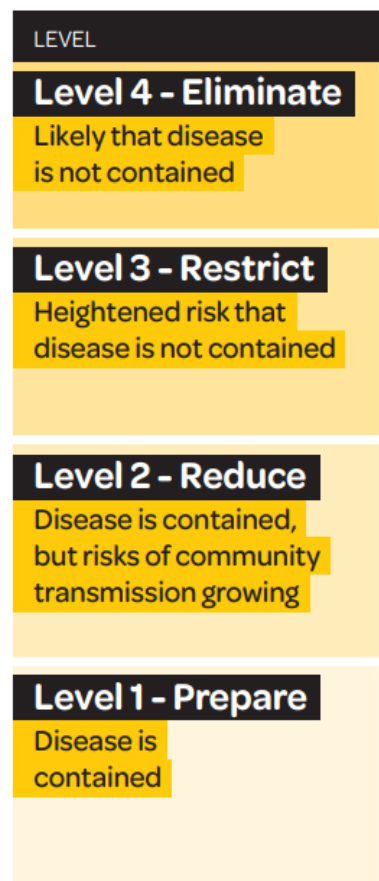
Wellington Water Covid- 19 Response Plan – staying ahead of the curve

Principles

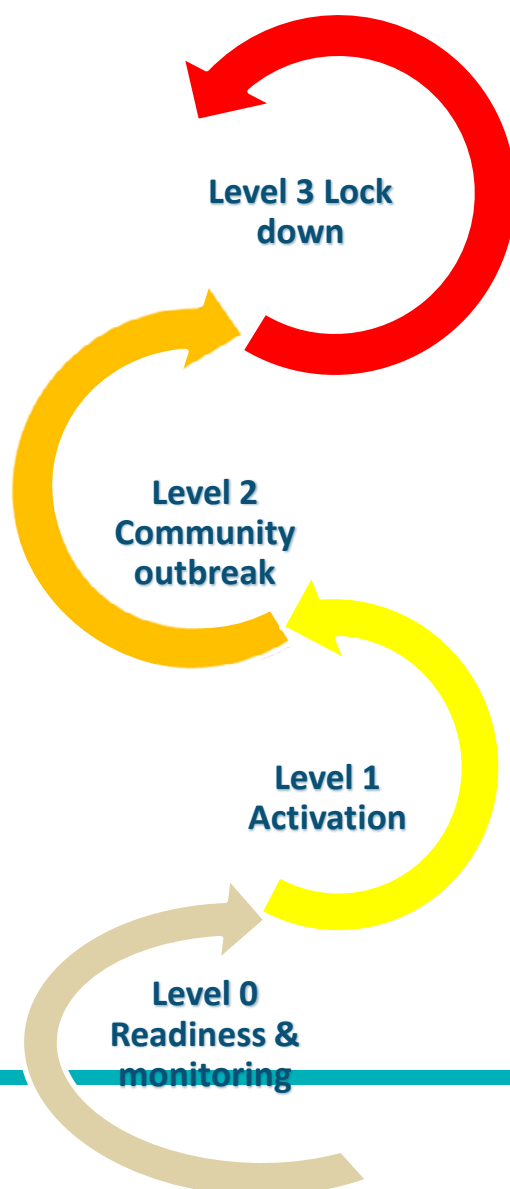
- ❖ Keep Covid-19 out of the company
 - ❖ Proactively managing our risk
 - ❖ Manage it as an emergency response
 - ❖ Continue core services as much as practicable
- by
- ❖ Lowering the potential for exposure
 - ❖ Looking after our people and whānau
 - ❖ Being fully informed and proactive
 - ❖ Being as prepared and action fit as we can be

Ensuring our core capability and critical activities are resilient so we continue to provide safe and healthy water to our communities.

Government Stages



WWL Stages



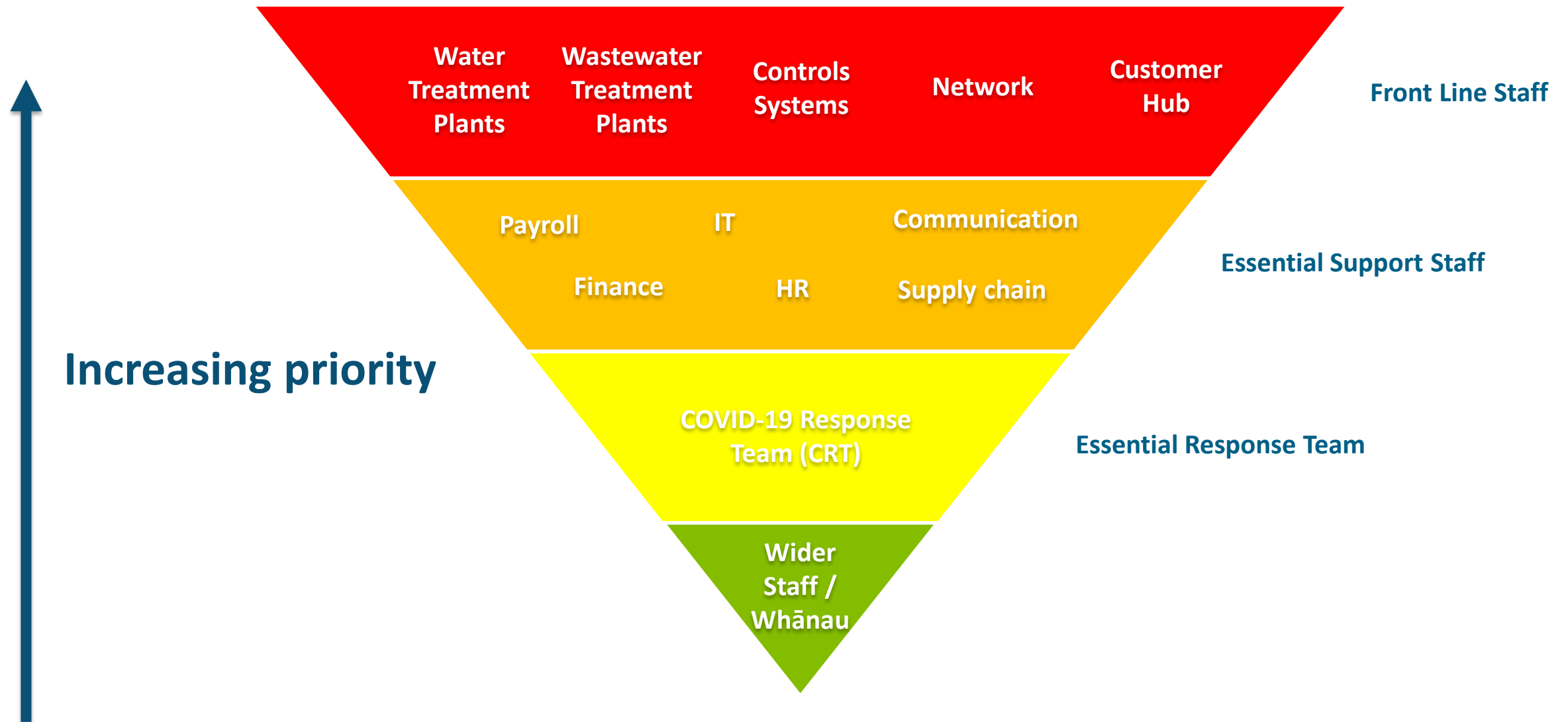
Key Actions

- Duplicate essential front line staff.
- Duplicate essential support services.
- Central Supply chain management – essential suppliers contacted, critical supplies analysis (chemicals, PPE, plant & equipment etc)
- Network operation and maintenance reprioritisation
- Capital works programme reprioritisation
- All staff working remotely
- Staff re-deployment
- Establish Virtual Emergency Management Team – respond to significant network event
- Consider recovery response
- Isolate essential front line staff : (Water and Wastewater treatment, Network operations, control systems, Customer hub)
- Isolate essential support staff.
- Initiate wider staff health protection.
- Essential sites locked down
- Vulnerable staff monitored
- Internal and External situation analysis
- Business Continuity Plan activates
- Response Team Activates
- Safety plan for essential front line staff
- Safety plan for essential support staff
- Safety plan for all staff
- Essential Services critical staff/system failure analysis (N-4)
- Supply chain central management
- Internal and External communications plan activated
- Lifelines interaction active
- Response risk register active

Focus Areas

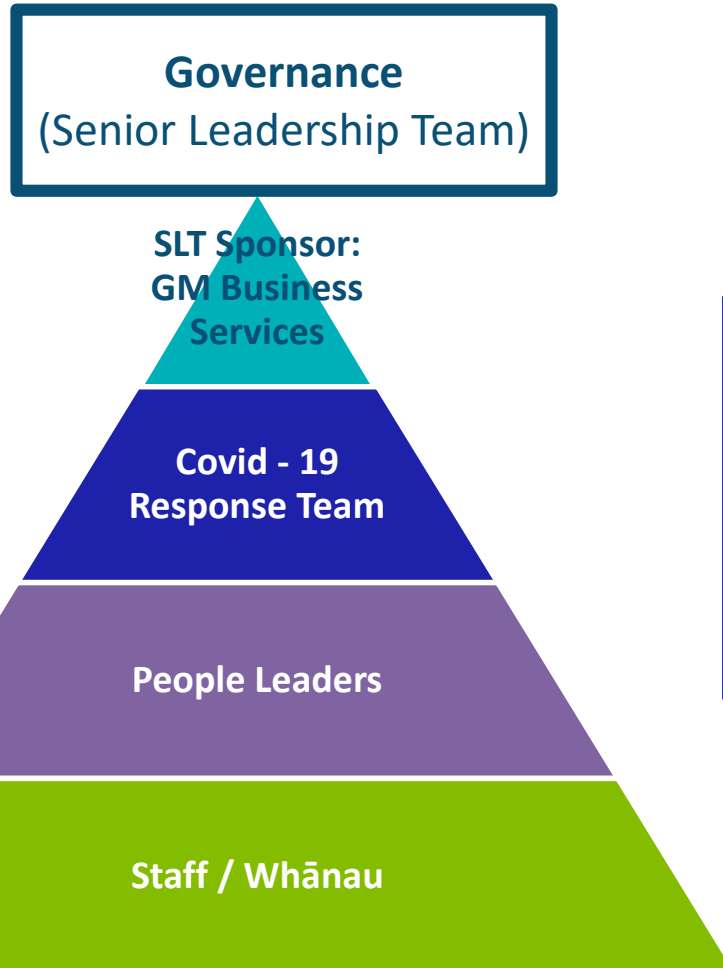
- KEEPING IT OUT**
- BE PREPARED & ACTION FIT**
- INFORMED & PROACTIVE**
- LOOK AFTER OUR PEOPLE**

We have re-orientated our organisation to the front line

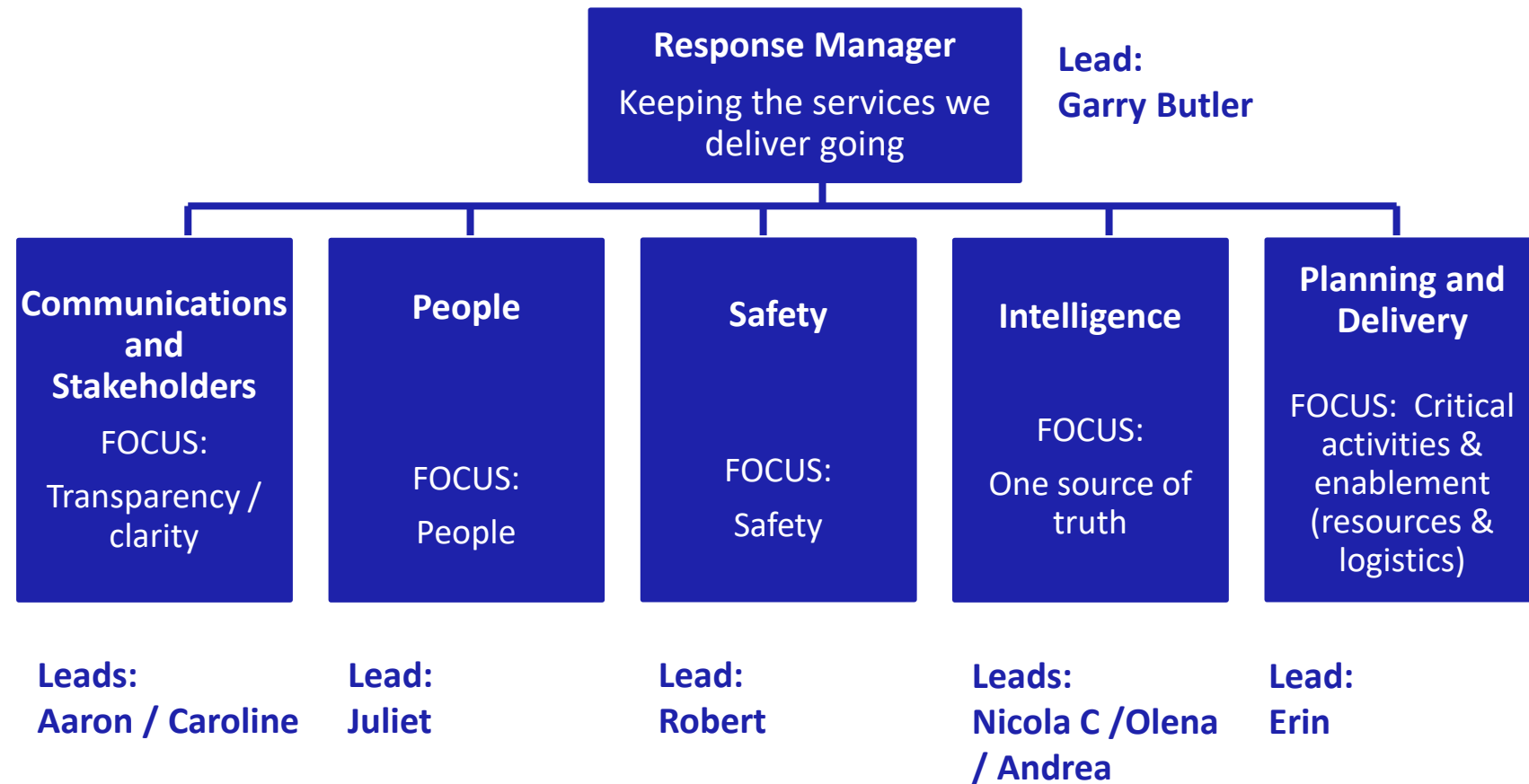


Covid – 19 – Our Response - How we are managing it

Leadership



Response



Covid 19 Response - Communications and Stakeholders

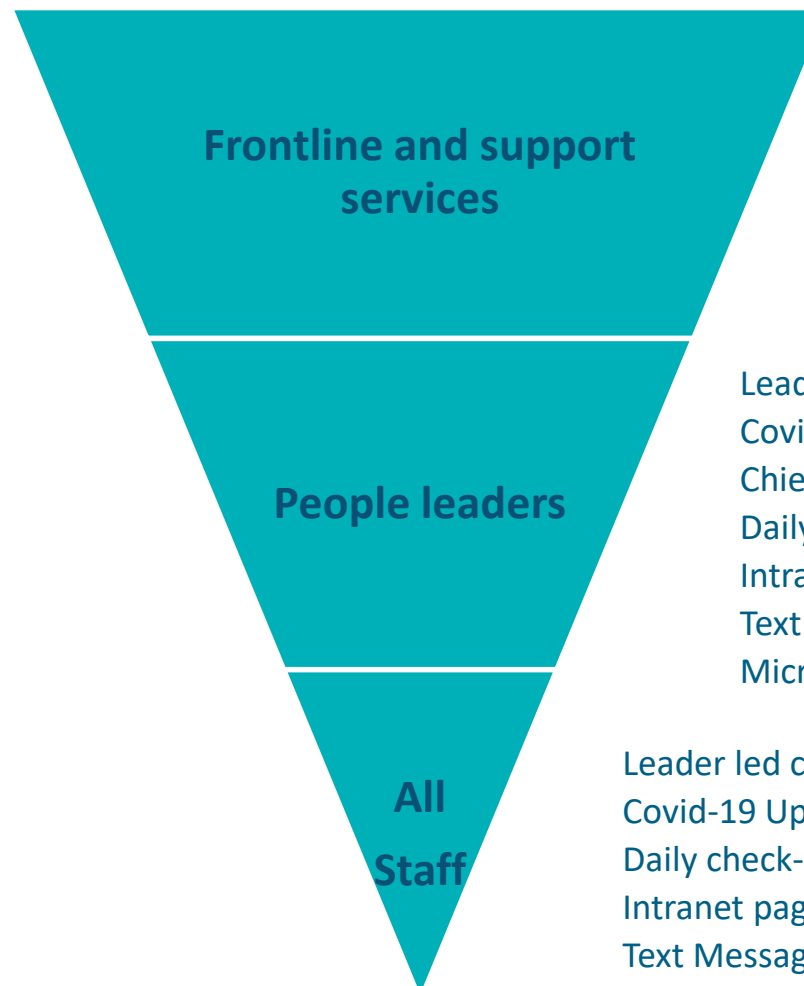
Purpose

Ensure everyone involved in the response is fully informed and our stakeholders have a clear picture of what we are doing.

Key actions:

- ❖ Manage internal communications – re-orientated to the front line staff
- ❖ Manage external communications
- ❖ Social Media
- ❖ External Website
- ❖ Stakeholder mapping and oversight

Internal Communications



Leader led communication
Covid-19 Update (Depot via Notice Board and Take Away)
Daily check-in with their leader
Peers
Text Message*
Microsoft Teams / Yammer

Leader led communications (emailed/conversation)
Covid-19 Update (emailed)
Chief Executive video / blog
Daily check-in with their leader
Intranet page
Text Message*
Microsoft Teams / Yammer

Leader led communications (emailed)
Covid-19 Update (emailed)
Daily check-in with their leader
Intranet page
Text Message*
Microsoft Teams / Yammer

Purpose

Ensure our people are looked after and have the support they need.

Key actions:

- ❖ Payroll
- ❖ Manage vulnerable staff
- ❖ Staff Health Risk Management
- ❖ Staff Welfare support
- ❖ People leader support

Things we are doing and have in place:

- ❖ Self isolation process and register
- ❖ Exposure reporting and management
- ❖ Staff Health risk management register
- ❖ Supporting vulnerable / at risk people and their families
- ❖ People leader resources for managing people remotely
- ❖ Health questionnaire
- ❖ Working from home guidance and checklist

Purpose

Ensure our people are safe in the work they do.

Key actions:

- ❖ Safety management
- ❖ Hygiene practices
- ❖ Site safety
- ❖ Essential services identification
- ❖ PPE requirements
- ❖ PPE distribution

Things we are doing and have in place:

- ❖ Hygiene practices and key operating instructions for field staff
- ❖ Assurance of field staff compliance with hygiene practices
- ❖ Worksite / building safety – practices and assurance
- ❖ Production and management of essential services staff and contractors identification
- ❖ PPE requirements for front line staff
- ❖ Distribution of PPE

Purpose

Ensure we have one view of the truth across all our information channels and form a picture of our operating environment.

Key actions:

- ❖ Provide internal information portal
- ❖ Interact with Council EOCs
- ❖ Interact with Lifelines
- ❖ Provide Response Situation Reports
- ❖ Weekly Situation Reporting

Things we are doing and have in place:

- ❖ Intranet page with all the response information and latest updated and key links
- ❖ Interaction and information sharing with Council EOCs (as they come on line)
- ❖ Interaction and information sharing with Lifelines
- ❖ Daily Response Situation Reports
- ❖ Weekly all of Response Situation Reporting
 - Critical operating parameters
 - Response assurance
 - Critical projects

Covid 19 Response – Planning and Delivery

Purpose

Ensure our critical activities are resourced and enabled to deliver our essential services

Key actions:

- ❖ Duplicate front line staff
- ❖ Duplicate support services staff
- ❖ Recourse the response
- ❖ Manage the supply chain
- ❖ Establish Virtual Emergency Management team

Things we are doing and have in place:

- Essential Services critical staff/system failure analysis (N-4)
- ❖ Essential services critical staff / system failure analysis (N-4)
- ❖ Operations response plan
- ❖ Essential services resource plan and deployment – people available and training
- ❖ Critical lifelines – Electricity, gas
- ❖ Critical supplier register and management including essential services letters & monitoring status
- ❖ Critical supplies database (demand and supply modelling 1, 3-6, 12-18 months)
 - Chemicals, PPE, plant and materials
- ❖ Manage all of company stock
- ❖ Sourcing supplies
- ❖ Establishing Virtual Emergency Management team to respond to significant incidents