

# OP-WKI-0002 – COVID-19 – Maintaining Physical Distance From Members Of Public – Work Instruction



Operations

Security Class: PowerNet Employees & External (with NDA's)

## Work Instruction

Under New Zealand Government direction, essential services like PowerNet are required to continue to provide services to keep the lights on during the COVID-19 Pandemic response.

To minimise the risk of Corona virus exposure for the duration of the Alert Level 4 lockdown, PowerNet field employees must maintain physical distancing of at least **two metres** from members of Public.

Below are some simple steps that must be followed to maintain the **two metres** physical distance:

### Steps:

1. When you need to approach, or you are approached by a member of public, ask them politely to keep a minimum **two metre** separation, explain this will keep you both safe from Coronavirus (COVID-19).
2. Then politely ask the member of public if they.
  - Are they currently experiencing any symptoms or are they currently required to self-isolate by the Ministry of Health or their doctor (i.e. as a result of contact or potential contact with COVID-19)
  - Have had any close contact or potential close contact with any person who has been confirmed as having COVID-19 in the last 14 days
  - Have been confirmed positive or are waiting for test results for COVID-19

If they answer “yes” explain it is PowerNet policy to remove yourself from the immediate area to keep safe, then leave the immediate area.

If they answer “no” then maintain a minimum **two metre** distance and keep the interaction timeframe short.

Note: If you need to knock on doors or ring door bells for safety reasons, then wash or sanitise your hands thoroughly before and after touching customer premises. Avoid touching your face.

A handwritten signature in black ink, appearing to read "Justin Peterson".