



# TTC Health and Safety Procedures Office Restrictions and Changes in COVID-19 Alert Levels

Version 0.1

April 2020

Commercial in Confidence



## Contents

1. Purpose .....	3
1.1 Purpose .....	3
1.2 Document History .....	3
2. Overarching Principles .....	3
2.1 Contact Tracking .....	4
2.2 Other TTC policies still apply.....	4
3. Alert Level 4.....	5
3.1 Actions at Level 4 .....	5
3.2 TTC Office Status: Closed to staff.....	5
2.1.1 Staff require approval .....	5
2.1.2 Site policy .....	5
3.3 Client Onsite Work Policy at Level 4 .....	5
4. Alert Level 3.....	6
4.1 Actions at Level 3 .....	6
4.2 TTC Office Status: Closed to staff.....	6
4.2.1 Staff require approval .....	6
4.2.2 Site policy .....	6
4.3 Client Onsite Work Policy at Level 3. ....	6
4.4 Agreement for TTC staff to work together remotely (either with or without clients) .....	6
4.4.1 Site policy .....	7
5. Alert Level 2.....	8
5.1 Actions at Level 1 .....	8
5.2 TTC Office Status: Open for Limited Normal Business.....	8
5.2.1 Site policy .....	8
5.2.2 Public transport.....	9
5.2.3 TTC Visitors - Signing in and Site Policy.....	9
5.3 Client Onsite Work Policy at Level 2. ....	9
6. Alert Level 1.....	11
6.1 Actions at Level 1 .....	11
6.2 Office Status: Open for Normal Business – Heightened Awareness.....	11
6.2.1 Site policy .....	11
6.2.2 TTC Visitors - Signing in and Site Policy.....	12
6.3 Client Onsite Work Policy at Alert Level 1. ....	12

## 1. Purpose

### 1.1 Purpose

This document details:

1. what happens at each Covid-19 Alert Level and as these change,
2. how we react to requests for onsite access from our clients
3. who can make the call on reopening the building, and
4. what restrictions (if any) come into place based on the given alert level.

Alert level may change for different regions at different times. We also have different building contacts for our different sites. The following advice is per site.

### 1.2 Document History

Record of changes for this document:

Date	Comment	Author	Reviewed by
19 <sup>th</sup> April 2020	Initial document revision from template provided by NZ Rise.	Shane Ross	Paul Whiston, TTC CEO Tai Moananu, TTC People and Performance Manager
21 <sup>st</sup> April 2020	Revisions following feedback from the TTC Senior Leadership team and Directors.	Shane Ross	TTC Senior Leadership team and Directors.
28 <sup>th</sup> April 2020	Released 1.0 version	Shane Ross	Paul Whiston, TTC CEO

## 2. Overarching Principles

Through the current Covid-19 pandemic TTC has the following overarching principles:

- TTC will always defer to <https://covid19.govt.nz/> as the authoritative source. These protocols are drawn up based on the advice from the government for the different alert levels and will be revised as these are changed by the Government.
- TTC's policy is to adopt the Government mandated Level guidelines as a minimum.
- If you are sick, you must stay home. In particular, staff showing any cold or flu like symptoms, must stay away from TTC offices and client sites. TTC's normal sick leave policies and practices will apply. Cold or flu symptoms are any of:
  - Cough
  - Sore throat
  - Shortness of breath.
  - Fever
  - Aches and pains
  - Runny nose
- The trigger for any change in our actions will be when the Government changes the alert level for the whole of NZ or a given region. Our source will be <https://covid19.govt.nz/> for the current alert level.



the testing consultancy

A Mosaic Group Company

- At Alert Level 3 and 4, approval for onsite activity (TTC or client) must be from the TTC CEO. At lower levels TTC's Senior Leadership team can approve onsite activity (TTC or client).

## 2.1 Contact Tracking

To support contract tracing requirements from the Ministry of Health, at Alert Levels 2 through 4, TTC staff must maintain a record of all activities and people that they came in contact with when travelling to and from the TTC and client sites. Where possible record the names and contact details of people working with you. If not possible, record sufficient details so as to be able to identify time and location. For example:

- If public transport is used, keep a record of the route number and time.
  - If a train is used keep a record of the carriage number as well (i.e. 2nd from front).
- If other activities are undertaken during the journey note the time and location of the activity. For example:
  - a petrol refill - note the service station visited, the time and the pump number used.
  - A supermarket visit – note the supermarket name / location and the time of the visit.

## 2.2 Other TTC policies still apply.

While the current pandemic environment necessitates a different way of working, current TTC work policies will still apply. These include:

- Lone Worker notifications. Staff must follow Lone Worker notifications policy and protocols. These are:
  - Notify your TTC manager when you arrive onsite.
  - Notify your TTC manager when you leave the site.



the testing consultancy

A Mosaic Group Company

## 3. Alert Level 4

### 3.1 Actions at Level 4

- TTC CEO to send an email message to all TTC staff to announce that Level 4 restrictions are in place and to provide an updated copy of this document.

### 3.2 TTC Office Status: Closed to staff

The only people permitted on the TTC site are staff approved by the TTC CEO conducting checks on office integrity and safety.

#### 2.1.1 Staff require approval

Staff must have approval to enter site from CEO TTC for a set day, time and duration.

#### 2.1.2 Site policy

All staff going into the TTC office must meet the following requirements:

- Staff must not use public transport.
  - Private vehicle, cycling and walking are acceptable.
  - No more than one staff can be in the office unless they are from the same bubble. (family or members from the same bubble).
- All staff entering site must wash and sanitise hands after exiting lift or stairwell and before entering office space. TTC has hand sanitisers at each office entrance and soap in each toilet.
  - If the supplies of soap and / or hand sanitiser are getting low, please notify your TTC Regional Manager that replacements are required.

### 3.3 Client Onsite Work Policy at Level 4

No client onsite work unless specifically requested and approved by a client, is part of the provision of a Government approved essential services and has the approval of the TTC CEO.

Client specific Pandemic Health and Safety measures must be followed.

If a staff member needs to use public transport to get to an approved client site, they must adhere to the Government advice (e.g. leave the seat next to you empty).

To make it easier on staff to comply with this advice, TTC recommends and supports travelling at off peak times. If you need support from your manager or the TTC CEO to approve this with your client, please let them (your manager or TTC CEO) know.

## 4. Alert Level 3

### 4.1 Actions at Level 3

- TTC CEO to send an email message to all TTC staff to announce that Level 3 restrictions are in place and to provide an updated copy of this document.

### 4.2 TTC Office Status: Closed to staff

Upon the Government changing the alert level and, in the instance, that the changed alert level is an area where TTC either has an office or has a presence in a client site, the TTC CEO will call for a TTC Senior Leadership Team meeting. At this point the current state will be discussed and any potential need to open a given site indicated.

As at the date of this document, the only people permitted on site are staff approved by the TTC CEO conducting checks on office integrity and safety or those agreed to be working remotely for a client.

#### 4.2.1 Staff require approval

Staff must have approval to enter site from CEO TTC for a set day, time and duration.

#### 4.2.2 Site policy

All onsite visitors must meet the following requirements:

- Staff must not use public transport.
  - Private vehicle, cycling and walking are acceptable.
- All staff entering site must wash and sanitise hands after exiting lift or stairwell and before entering office space. TTC has hand sanitisers at each office entrance and soap in each toilet.
  - If the supplies of soap and / or hand sanitiser are getting low, please notify your TTC Regional Manager that replacements are required.

### 4.3 Client Onsite Work Policy at Level 3.

No client onsite work unless specifically requested and approved by a client, is part of the provision of a Government approved essential services and has the approval of the TTC CEO.

Client specific Pandemic Health and Safety measures must be followed.

If a staff member needs to use public transport to get to an approved client site, they must adhere to the Government advice (e.g. leave the seat next to you empty).

To make it easier on staff to comply with this advice, TTC recommends and supports travelling at off peak times. If you need support from your manager or the TTC CEO to approve this with your client, please let them (your manager or TTC CEO) know.

### 4.4 Agreement for TTC staff to work together remotely (either with or without clients)

If requested by the client and permitted by Government guidelines under Level 3, TTC may consider allowing staff and clients to work together. This may either be at the TTC offices or at another location agreed with the client and the TTC CEO.



the testing consultancy

A Mosaic Group Company

If a staff member needs to use public transport to get to the approved site, they must adhere to the Government advice (e.g. leave the seat next to you empty). To make it easier on staff to comply with this advice, TTC recommends and supports travelling at off peak times. If you need support from your manager or the TTC CEO to approve this with your client, please let them (your manager or TTC CEO) know.

#### 4.4.1 Site policy

If the remote site is at TTC, all site visitors must meet the following requirements:

- Only staff and clients given approval under this arrangement may be onsite.
- All approved personnel entering the site must wash and sanitise hands after exiting lift or stairwell and before entering office space. TTC has hand sanitisers at each office entrance and soap in each toilet.
  - If the supplies of soap and / or hand sanitiser are getting low, please notify your TTC Regional Manager that replacements are required.

If the remote site is at a location other than TTC, part of the approval to use the site will be the restrictions on site access and availability and use of hand washing and sanitising.

## 5. Alert Level 2

### 5.1 Actions at Level 2

- TTC CEO to send an email message to all TTC staff to announce that Level 2 restrictions are in place and to provide an updated copy of this document.

### 5.2 TTC Office Status: Open for Limited Normal Business.

Upon the Government changing the alert level and, in the instance, that the changed alert level is an area where TTC either has an office or has a presence in a client site, the TTC CEO will call for a TTC Senior Leadership Team meeting. At this point the current state will be discussed and any potential need to open a given site indicated.

The TTC CEO will give final approval to reopen TTC offices or permit groups of TTC staff to work together (remote from client sites) based on Government advice and discussion with the TTC Senior Leadership Team. Our current expectation is that the TTC office will be open for Limited Normal Business.

Limited Normal Business means that more people can start coming in to work from our office sites however physical distancing measures will be undertaken. Staff may use public transport again. People can start for a normal workday and attend meetings on site as long as they comply with the restrictions below:

- Those that wish to work from home may.
- Those staff who do not feel comfortable coming to work, need to care for others or cannot get to work safely may work from home. They are to advise their manager.

Unless approved by the TTC CEO:

- No international or domestic travel for work.
  - Domestic travel is defined as travelling from the staff member's home region other than for the purpose of travelling to their local TTC office.
- Staff intending to travel for personal reasons when taking leave will need to notify their TTC manager. TTC will not be able to stop staff travelling but can ask them to change their place of work (for example work from home) when they return.
- TTC may request further measures regarding not returning to the workplace for 14 days upon return depending on the destination of the employee (and taking into account any border restrictions in place as well as any self-isolation measures required by Government agencies under Level 2).

#### 5.2.1 Site policy

All staff and must meet the following requirements:

- Staff to notify their manager if they plan to come into the TTC office to work.
  - Those staff who do not feel comfortable coming to work, need to care for others or cannot get to work safely may work from home. They are to advise their direct manager and the people team.
- The TTC People and Performance Manager to draw up shift plans, seating plans and confirm with managers based on who plans to come into the office and when.



- All staff entering site must wash and sanitise hands after exiting lift or stairwell and before entering office space. TTC has hand sanitisers at each office entrance and soap in each toilet.
  - If the supplies of soap and / or hand sanitiser are getting low, please notify your TTC Regional Manager that replacements are required.
- Floor cleaning rosters. One person will be allocated each day to carry out the cleaning of common surfaces in the office. Where common surfaces are door handles, lift buttons, lift rails, light switches etc.
  - The cleaning regime will be documented in a separate policy.
- Floor Wardens. Floor wardens will be nominated for each shift for each office. In the event that the government changes the alert level higher than Level 2, or someone is notified at work that they are a confirmed or suspected Covid-19 case, the TTC regional manager will direct the Floor Wardens to send people home and close the office.
- Meeting room limits. In person meetings are acceptable. The number of people in each room must comply with the Meeting Room limits and the Level 2 gathering guidelines notified by the Government.
  - Meet ups not permitted. Nor are Friday office drinks
  - Large meetings and meet-ups out of hours will not be able to run on our premises.

#### 5.2.2 Public transport

If a staff member needs to use public transport to get to the TTC office, they must adhere to the Government advice (e.g. leave the seat next to you empty).

To make it easier on staff to comply with this advice, TTC recommends and supports travelling at off peak times. Let your TTC manager know of your preferred travel times.

#### 5.2.3 TTC Visitors - Signing in and Site Policy

All visitors must sign into our site and accept the site policy. The site policy will state that those who have been exposed, are sick or travelled to certain destinations recently will not be granted access to our site.

Visitors include but are not limited to:

- Clients
- Personal visitors (family, friends)
- Contractors
- Service providers.

All visitors entering site must wash and sanitise hands after exiting lift or stairwell and before entering office space. TTC has hand sanitisers at each office entrance and soap in each toilet.

### 5.3 Client Onsite Work Policy at Level 2.

Client onsite work is permitted where requested and approved by a client. Client specific Pandemic Health and Safety measures must be followed.



the testing consultancy

A Mosaic Group Company

If a staff member needs to use public transport to get to an approved client site, they must adhere to the Government advice (e.g. leave the seat next to you empty).

To make it easier on staff to comply with this advice, TTC recommends and supports travelling at off peak times. If you need support from your manager or the TTC CEO to approve this with your client, please let them (your manager or TTC CEO) know.

## 6. Alert Level 1

### 6.1 Actions at Level 1

- TTC CEO to send an email message to all TTC staff to announce that Level 1 restrictions are in place and to provide an updated copy of this document.

### 6.2 Office Status: Open for Normal Business – Heightened Awareness

Upon the Government changing the alert level and, in the instance, that the changed alert level is an area where TTC either has an office or has a presence in a client site, the TTC CEO will call for a TTC Senior Leadership Team meeting. At this point the current state will be discussed and any potential need to open a given site indicated.

The TTC CEO will give final approval to reopen TTC offices or permit groups of TTC staff to work together (remote from client sites) based on Government advice and discussion with the TTC Senior Leadership Team. Our current expectation is that the TTC office will be open for normal business.

Normal business means that more people can start coming in to work from our office sites. Split shifts will no longer be required and normal office occupancy for TTC staff is now possible. There may still be restrictions on meetings and meet ups. People can start for a normal workday and attend meetings on site as long as they comply with the restrictions below. Staff may use public transport again.

- Those that wish to work from home may.
- Those staff who do not feel comfortable coming to work, need to care for others or cannot get to work safely may work from home. They are to advise their manager.

Unless approved by the TTC CEO:

- No international travel.
- Domestic travel for work permitted if deemed essential.
  - Domestic travel is defined as travelling from the staff member's home region other than for the purpose of travelling to their local TTC office.
- Staff intending to travel for personal reasons when taking leave will need to notify their TTC manager. TTC will not be able to stop staff travelling but can ask them to change their place of work (for example work from home) when they return.
- TTC may request further measures regarding not returning to the workplace for 14 days upon return depending on the destination of the employee (and taking into account any border restrictions in place as well as any self-isolation measures required by Government agencies under Level 1).

#### 6.2.1 Site policy

All staff and must meet the following requirements:

- Staff to notify their manager if they don't plan to come into the TTC office to work.
  - Those staff who do not feel comfortable coming to work, need to care for others or cannot get to work safely may work from home. They are to advise their direct manager and the people team.



the testing consultancy

A Mosaic Group Company

- All staff entering site must wash and sanitise hands after exiting lift or stairwell and before entering office space. TTC has hand sanitisers at each office entrance and soap in each toilet.
  - If the supplies of soap and / or hand sanitiser are getting low, please notify your TTC Regional Manager that replacements are required.
- Floor cleaning rosters. One person will be allocated each day to carry out the cleaning of common surfaces in the office. Where common surfaces are door handles, lift buttons, lift rails, light switches etc.
  - The cleaning regime will be documented in a separate policy.
- Floor Wardens. Floor wardens will be nominated for each shift for each office. In the event that the government changes the alert level higher than Level 2, or someone is notified at work that they are a confirmed or suspected Covid-19 case, the TTC regional manager will direct the Floor Wardens to send people home and close the office.
- Meeting room limits. In person meetings are acceptable. The number of people in each room must comply with the Meeting Room limits and the Level 1 gathering guidelines notified by the Government.
  - Meet ups not permitted.
  - Friday office drinks are permitted.
  - Large meetings and meet-ups out of hours will not be able to run on our premises.

#### 6.2.2 TTC Visitors - Signing in and Site Policy

All visitors must sign into our site and accept the site policy. The site policy will state that those who have been exposed, are sick or travelled to certain destinations recently will not be granted access to our site.

Visitors include but are not limited to:

- Clients
- Personal visitors (family, friends)
- Contractors
- Service providers.

All visitors entering site must wash and sanitise hands after exiting lift or stairwell and before entering office space. TTC has hand sanitisers at each office entrance and soap in each toilet.

#### 6.3 Client Onsite Work Policy at Alert Level 1.

Client onsite work is permitted where requested and approved by a client. Client specific Pandemic Health and Safety measures must be followed.