



<p>Stage 1</p> <p>Isolated cases from overseas (Keep it out/Stamp it out)</p>	<p>Isolated individual cases directly attributed to overseas infection. No community transmission outside those immediately related to the individuals</p>	<p> Prevent Sickness Do not enter (or allow others to enter) the Telnet offices if experiencing symptoms of sickness. Signage on all entrances advising no entry if COVID-19-like symptoms are present. Stay at home and away from others at Telnet even if you don't feel unwell enough not to work. Working from home may be an option</p> <p> Spread Out Change your workspace to try to keep 1m or more away from each other wherever possible – eg by keeping an empty workstation between workers</p> <p> Avoid Hot-Desking Sit at the same desk each day rather than “hot desking” or moving to different locations. Where this is unavoidable, extra vigilance in cleaning and disinfecting workstation</p> <p> Sanitise Workspace Regularly sanitise workstations using the provided medical grade wipes, paying particular attention to desk, keyboard, mouse and phone/headset, and especially where another worker has used your desk. Doors and Fingerprint readers are also regularly sanitised.</p> <p> Handwashing Be extra vigilant in properly washing your hands with soap and water, or alcohol gel. Use a good handwashing technique paying attention to the back of your hands and between the fingers. Wash for minimum of 20 seconds and dry thoroughly</p> <p> Keep The Same Headset Rather than sharing the headset at your desk – use the same headset each day. Replacement ear pads are available from IT</p> <p> Overseas Travel If you or your immediate close family have been overseas, do not return to the office for 14 days after your return to NZ. Working from home should be an option during this time.</p> <p> Key Role Backup All staff in key roles should nominate a backup person who can fully cover that role in the event of sickness or absence.</p>
<p>Stage 2</p> <p>Community Transmission (Stamp it out)</p>	<p>Community transmission of COVID-19 - multiple cases of COVID-19 in members of the community not directly associated with individuals who have contracted the disease overseas</p>	<p> Split Up Avoid having all team members for a particular operational or support team working from the same location. Spread out between Onehunga, Northwest and Homeworkeer locations.</p> <p> Homeworking Encourage homeworking amongst all staff where possible, coming into the office only when necessary.</p> <p> Avoid face-to-face meetings Use technology (eg Teams, GoToMeeting, Workplace or phone calls) for meetings or group activities rather than meeting rooms – even if you are already in the same office location. Encourage clients and suppliers to have online rather than face-to-face discussions.</p> <p> IT Support Request support using Support Queue only, and expect support remotely unless absolutely necessary rather than approaching support staff directly.</p> <p> Avoid Visitors Discourage site visits from clients or suppliers, avoid all unnecessary visitors to the contact centre.</p> <p> Limit Contact with Backup Limit time spent with Key Role Backup staff member wherever possible, avoiding meetings and working in close proximity.</p>
<p>Stage 3</p> <p>Widespread Pandemic (Manage it)</p>	<p>Multiple clusters of cases of community transmission in separate locations, or clusters spreading out of control in the Auckland region.</p>	<p> Stay at home Essential staff onsite only – anyone able to work from home should work from home at all times. If it is necessary to be in the office then this should be only for time necessary to complete task</p> <p> Avoid Contact with Backup Do not spend time with your Key Role Backup person unless absolutely necessary</p>