PANDEMIC BUSINESS CONTINUITY PLAN

Strategic and operational summary for clients

ENTADM-4AD88
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Entura in Australia is certified to the latest version of ISO 9001, ISO 14001, and ISO 45001.
# Document information

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## Revision History

**Revision 0**

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Prepared by Dale Bryce 24-04-2020

Reviewed by Craig Wolfe 27-04-2020

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1. **Introduction**

Entura is one of the world’s most experienced specialist power and water consulting firms with operations across the Indo-Pacific and as a part of the Hydro Group.

We undertake our work with integrity in an environmentally and socially responsible manner, and with a shared vision, to empower people and communities with clean energy.

We take a holistic view with an eye to our shared values, which include:

- Keep each other safe
- Find a way
- Do the right thing
- Better together
- All about our customers

Business continuity management forms part of our approach to integrated risk management. The objective of our business continuity planning is to ensure the uninterrupted availability of processes and resources in order to ensure the continued achievement of critical objectives.

Put simply, Entura’s business continuity objective is to protect our people and project delivery capability and any associated support activities.

Our plans have been developed for prudent business management and to meet the requirements of ISO 22301:2012 Business continuity management systems.

2. **Purpose**

The purpose of this document is to provide a strategic and operational summary for clients regarding Entura’s Pandemic Plan and operational response to COVID-19.

3. **Scope**

This document summarises our approach to safe operations, in Australia and across the Indo-Pacific.

4. **Context and stakeholders**

Our Business Continuity Plan is part of an overall framework for delivering Entura’s business resilience, thus providing the capability for an effective response that safeguards the interests of key stakeholders.
5. Business continuity incident

A business continuity incident is defined as:

- an event which could potentially lead to the loss of critical business personnel, processes or the technology that supports them for an unsustainable period of time;
- an event that could potentially lead to the loss of an Entura office or facility; or
- a critical business process and/or its supporting infrastructure (physical, communications or IT) has already failed for an unsustainable period of time.

6. Risk and vulnerability analysis

The purpose of the risk and vulnerability analysis is to identify and assess risks that could result in significant disruption to business continuity. It provides a means of identifying and prioritising the types of event that could cause disruption and gives a broad indication of the likelihood and consequences of such events.

Staff contribution to our values and associated delivery processes is critical to business continuity. Disruptive events that affect these people and processes represent the key areas of risk and vulnerability.

Entura is a knowledge, information and knowhow business, and access to people, software and document storage is critical.

Specific areas of vulnerability are: Staff health and well-being, maintenance of a habitable office environment, access to software, document management systems and communication services.
Foreseeable risks during a pandemic are summarised below.

6.1 Risk sources – Pandemic

- **Risk** - Significant number of staff absent due to illness.
- **Risk scenario** - Reduced staff availability resulting in lost client service and productivity.
- **Controls and strategies** – Hydro Tasmania Pandemic Management Plan.
- **Vulnerabilities** – Travel, field work and offices located close to Central Business Districts mean that vulnerability is high due to close social interaction.
- **Additional controls** – Travel, field work and social distancing controls and provision to work from home.
- **Responsibility** – Hydro Tasmania Incident Management Team and Executive Management Team, and, specifically, the Entura Executive Team, with support from Hydro Group shared services, such as People & Corporate Services.

7. Entura’s COVID-19 Operational BCP

7.1 Overview

Hydro Tasmania has established a COVID-19 Incident Management Team comprising representatives from every area of the business. Representation is on a rotational basis. Entura’s current representative is Craig Wolfe. Angus Swindon is Entura’s alternative representative.

Entura itself stood-up an Incident Management Team on 23 March 2020. See Fig 7.1

We draw on public health authority and government guidelines for overall direction.

Entura offices remain open, however, staff are required to work from home.

Field work controls are in place.

All non-essential local, inter-state and international travel has ceased.

Staff returning from overseas or inter-state travel, whether on business or personal travel, are required to self-isolate for a period of two weeks.

A Hydro Group intranet page has been created to address Frequently Asked Questions and advise staff of Group actions to contain the virus. The page continues to be up-dated as the situation evolves.
### 7.2 Other controls and mitigations

**7.2.1 Supporting staff to work from home**

- Monitor virus trend in each office location, reconsider working from home control measure according to local risks.
- Staff completing an electronic daily check-in.
- Team Leaders check-in with their people daily.
- Ensure duty of care and reasonable steps, with provision of ergonomic checklists, screens and chairs, as required.
- Ensure effective IT help desk support, especially regarding modelling, drafting and paperless working.
- Provide financial contribution for personal data plans, as required.
- Improve server connectivity for working from home for Indian staff, moving Delhi office server to the cloud to ensure business continuity.
- Hold virtual morning teats.
- Staff access to Employee Assistance Programme and OzHelp (mental health) webinars.
7.2.2 Field work – Hydro Tasmania

- All non-essential field work has ceased.
- Inter-regional travel in Tasmania restricted.
- If essential, explore methods of safely delivering field work, such as separate road travel, (up to 5 hrs) and methods of working in site teams that assure social distancing.
- Field work mitigations agreed with field work SWMS amended accordingly.
- Staff commit to best practice in relation to policy, such as social distancing and hygiene.
- Hydro Tasmania has escalated restrictions, requiring all routine and major outage works to continue only in circumstances where it is possible to apply effective COVID-19 mitigations and controls.
- Appropriate PPE gear for staff protection with sanitiser supplied for field vehicles.

7.2.3 Field work – external clients

- Hydro Tasmania IMT approved external work to continue, provided staff allow a 5-day gap before conducting Hydro Tasmania field work.
- Close engagement with clients on shared field work protocols.
- Non-essential field work to be postponed.
- If essential, explore methods of safely delivering field work, such as separate road travel, (up to 5 hrs) to assure social distancing.
- Share COVID-19 mitigation strategies and amend field work SWMS.
- Agree any rescheduling, re-scoping and redirection of effort and associated timelines.
- Appropriate PPE gear for staff protection, with sanitiser supplied for field vehicles.

7.2.4 Infection of a work location

- Follow established Hydro Group Process map for COVID-19 case on site.
- Shutdown location, sanitise, consider re-opening.
- Staff member and others in contact to seek medical advice.
- Sanitise office and return staff as per Hydro Group Process (2 days).
- Office misting programme in place.
- Personnel temperature checking in place at Cambridge and Melbourne office entries.

7.2.5 Safety Training

- Staff to undertake refresher training if comfortable to do so.
- Training providers have re-worked delivery of courses to ensure social distancing.
- Extend training accreditations as applicable, and in agreement with external clients.
8. Entura BCP contact

Further information or details of Entura’s Business Continuity Planning and operational responses to COVID-19 can be obtained from:

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