

PANDEMIC BUSINESS CONTINUITY PLAN

Strategic and operational
summary for clients

ENTADM-4AD88

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	Strategic and operational summary for clients
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Approved by		Tammy Chu	
Distributed to	Clients, as requested, and more broadly as considered necessary	Client organisations	

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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.

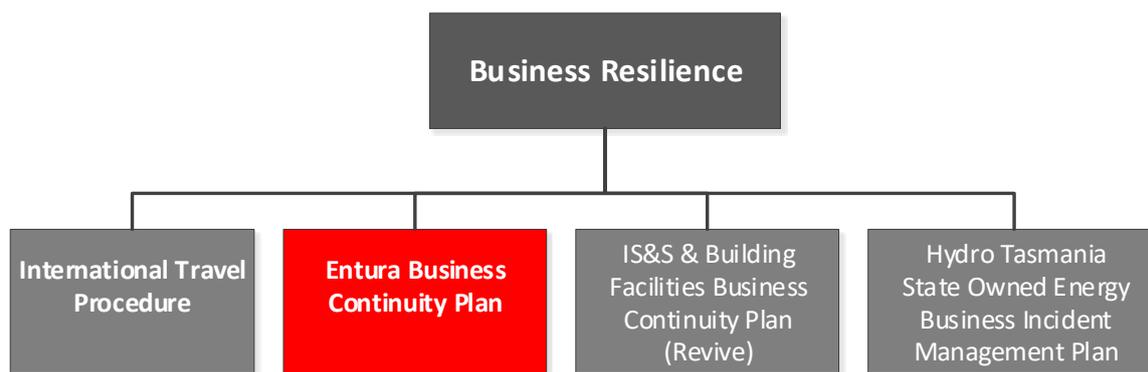


Figure 4.1: Business resilience framework

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 Group 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 Group 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

The Hydro Group 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 continue to draw on public health authority and government guidelines for overall direction.

Entura’s Cambridge (Hobart) office has re-opened, with the Melbourne and Delhi offices remaining closed. Staff continue to work from home as need be, with hybrid working (office / field / home) in Tasmania, with safety protocols in place for all settings.

All non-essential inter-state and international travel remains on hold.

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 and follow any government guidelines.

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.

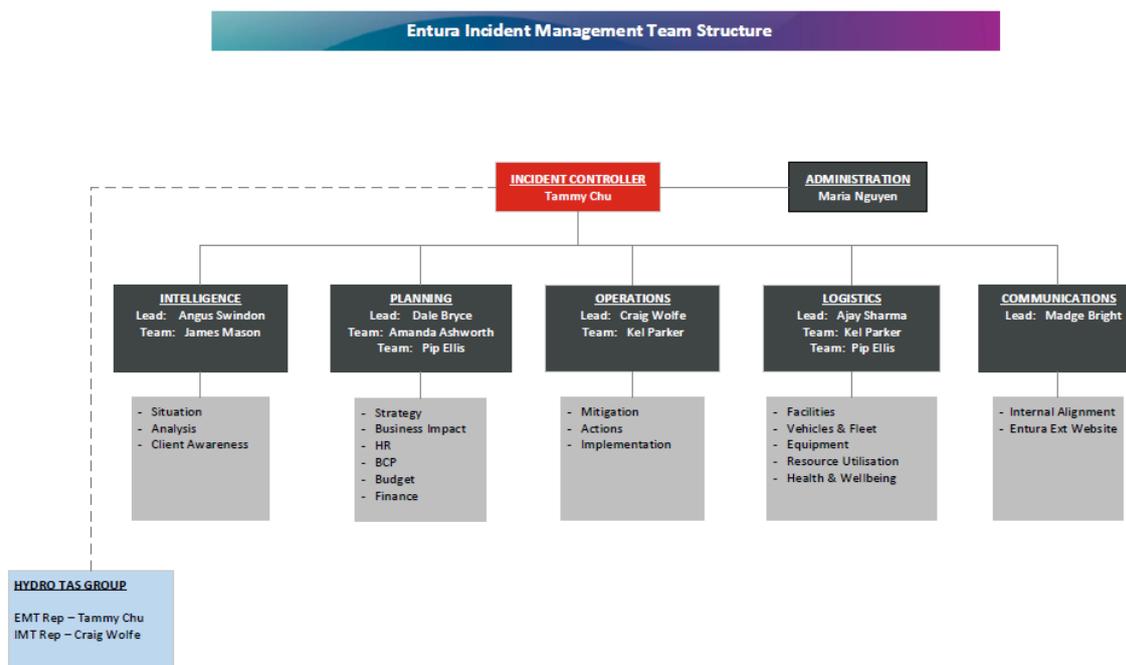


Figure 7.1: Entura IMT organisational chart

7.2 Other controls and mitigations

7.2.1 Ongoing support for 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 (roll out of Bluebeam software for PDF mark-ups, etc.).
- 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 teas and broader Leadership Team meetings.
- Staff access to Employee Assistance Programme and OzHelp (mental health) webinars.

7.2.2 COVID Safety Plans for offices

- COVID Safety Plans drafted and in place for Cambridge (Hobart), Melbourne and Delhi offices.
- Cambridge office has now re-opened, with social distancing, sanitiser and temperature check protocols in place.
- Online COVID Safety Plan compliance training completion a condition of office entry.
- Melbourne and Delhi office staff continue to work from home.

7.2.3 Field work – Hydro Tasmania

- Criticality of field work to be assessed, with ongoing consideration to methods of safely delivering field work, such as ensuring social distancing on site with separate road travel (up to 5 hrs) and separate accommodation.
- Consideration to a 5-day gap between field sites and offices and field sites across regions, in discussion with Entura people managers and Hydro Tasmania area personnel.
- Field work mitigations (including 5-day rule) agreed with field work SWMS amended accordingly.
- Staff commit to best practice in relation to policy, such as social distancing and hygiene.
- Appropriate PPE gear for staff protection with sanitiser supplied for field vehicles.

7.2.4 Field work – external clients

- Hydro Group IMT approved external work to continue, provided staff allow a 5-day gap before conducting Hydro Tasmania field work in a different Tasmanian region.
- Ongoing, close engagement with clients on shared field work protocols.
- Share COVID-19 mitigation strategies and amend field work SWMS.
- Agree any rescheduling, re-scoping and redirection of effort and associated timelines.
- Having assessed the criticality of work, explore methods of safely delivering field work, such as on site social distancing, separate road travel, (up to 5 hrs) and separate accommodation.
- Appropriate PPE gear for staff protection, with sanitiser supplied for field vehicles.

7.2.5 Victoria, under Stage 4 Restrictions

- The Melbourne office is not a 'Permitted Workplace' for Entura under the Victorian Restricted Activity Directions for the Professional, Scientific and Technical Services sector. Melbourne staff continue to work from home.
- Strong engagement with relevant clients and detailed consideration to be given to 'Permitted Worker' status for any Entura staff proposed for critical projects deemed to be in support of the ongoing provision and regulation of electricity, gas, water, sewage and waste and recycling services, as per the Victorian Restricted Activity Directions for the Electricity, Gas, Water and Waste Services sector.
- Additional client office and field work safety protocols to be considered and agreed in advance.
- Entura Managing Director required to sign off on any 'Permitted Worker' applications for Entura staff.

7.2.6 Infection of a work location

- Follow established Hydro Group Process map for a COVID-19 case on site.
- Shutdown location.
- Staff member and others in close contact to seek medical advice.
- Sanitise location and consider return of staff as per Hydro Group Process (in 2 days).

7.2.7 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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