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PANDEMIC BUSINESS CONTINUITY PLAN

Strategic and operational summary for clients

ENTADM-4AD88
1 Feb 2022

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Document information

Title	Pandemic Business Continuity Plan
	Strategic and operational summary for clients
Client organisation	All Clients
Client contact	Associated Contacts
Document number	ENTADM-4AD88
Project manager	N/A
Project reference	N/A

Revision History

Revision 0

Revision description	Revision Original		
Prepared by		Dale Bryce	17-04-2020
Reviewed by		Craig Wolfe	
Approved by		Tammy Chu	
Distributed to	Clients, as requested, and more broadly as considered necessary	Client organisations	

Revision 1

Revision description	Up-dated to include current COVID-19 Government restrictions and Entura controls		
Prepared by		Dale Bryce	14-08-2020
Reviewed by		Craig Wolfe	14-08-2020
Approved by		Tammy Chu	14-08-2020
Distributed to	Clients, as requested, and more broadly as considered necessary	Client organisations	

Revision 2

Revision description	Up-dated to include Delta variant and government responses		
Prepared by		Dale Bryce	2-08-2021
Reviewed by		Craig Wolfe	12-08-2021
Approved by		Tammy Chu	12-08-2021
Distributed to	Clients, as requested, and more broadly as considered necessary	Client organisations	

Revision 3

Revision description	Updated HT Outbreak Management plan changes and IMT Lead details		
Prepared by		Madge Bright	1-02-2022
Reviewed by		Craig Wolfe	1-02-2022
Approved by A/MD		Dale Bryce	2-02-2022
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 Hydro Tasmania.

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, and the more recent spread of the highly contagious Delta and Omicron variants of the virus.

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.
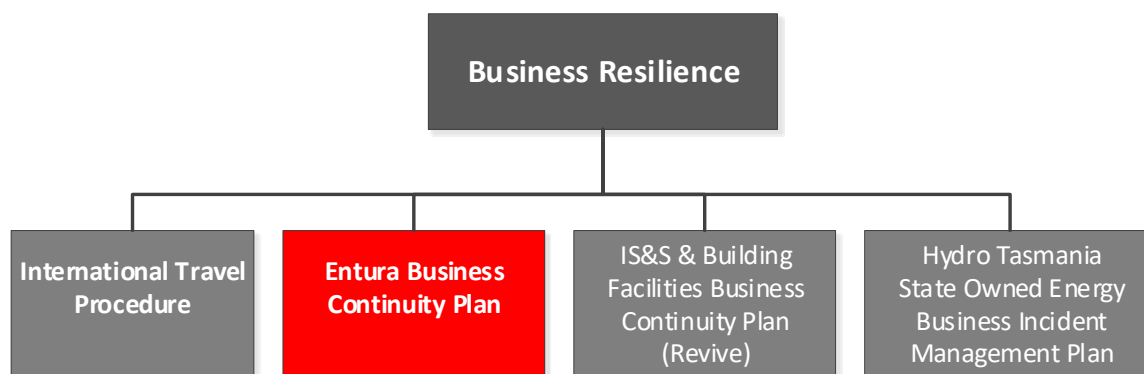
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                        ┌─────────────────────────┐
                        │   Business Resilience    │
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Figure 4.1: Business resilience framework

The framework shows: International Travel Procedure | Entura Business Continuity Plan | IS&S & Building Facilities Business Continuity Plan (Revive) | Hydro Tasmania State Owned Energy Business Incident Management Plan

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

- 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.

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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 Outbreak 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, mandatory COVID-19 vaccination policy, social distancing controls and provisions to work from home, with encouragement to vaccinate, if people are able to do so.

- **Responsibility** – Hydro Leadership Team and Hydro Tasmania's Incident Management Team and, specifically, the Entura Executive Team, with support from Hydro Tasmania 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 Noel Murray.

Entura itself stood-up an Incident Management Team as required, on 23 March 2020, and again on 21 July 2021, given outbreaks of the Delta and Omicron variants respectively in Australia and across the Indo-Pacific. See Fig 7.1

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

Entura's Hobart, Melbourne, Adelaide and Delhi offices have reopened, closed and reopened again as required, in accordance with local regulations and in responses to local outbreaks. Staff continue to work from home as need be, with hybrid working (office / field / home) by agreement and according to local regulations and requirements, with safety protocols in place for all settings.

All non-essential inter-state and international travel remains on hold, with international travel procedures and insurances reviewed.

Staff returning from overseas or inter-state travel, whether on business or personal travel, are required to self-isolate, according to local regulations and requirements and with an abundance of caution.
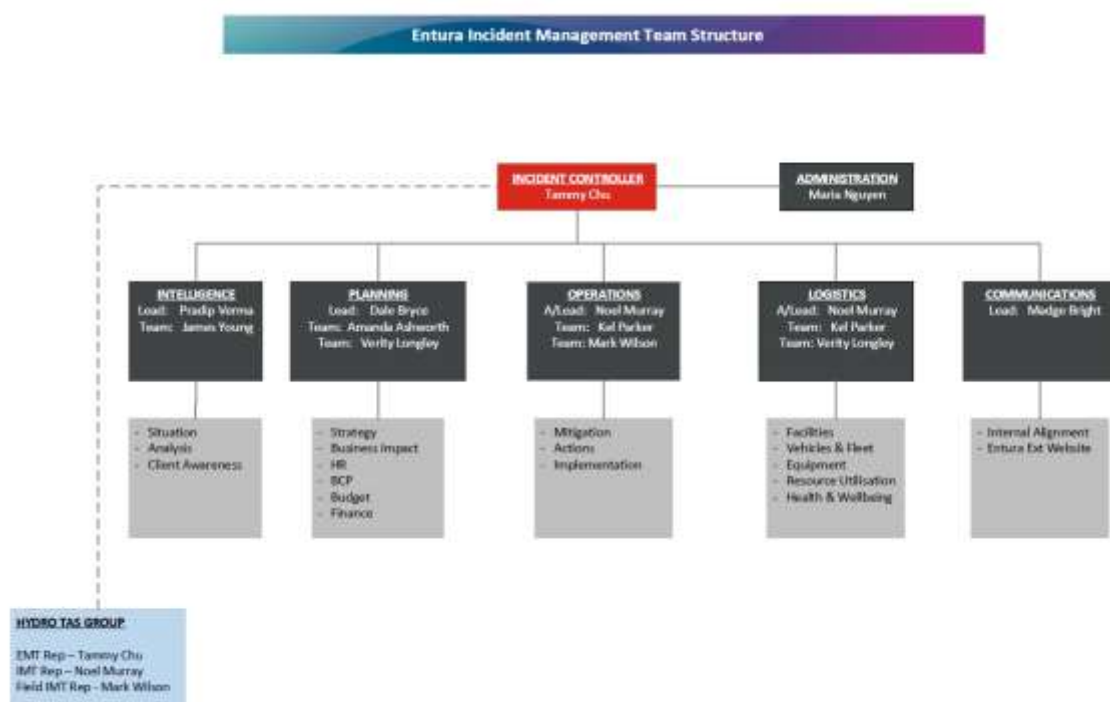
Figure 7.1: Entura IMT organisational chart

7.2 Other controls and mitigations

7.2.1 Mandatory Staff and Contractor Vaccination on Hydro Tasmania sites

- Hydro Tasmania, along with Entura, have implemented a COVID-19 Vaccination policy requiring all employees, contractors, suppliers, volunteers, persons undertaking work placement and visitors (who are granted entry on site) to be fully vaccinated against COVID-19 and supply proof of vaccination.

- "Fully vaccinated" means having received the manufacturer's recommended dosage and includes having approved boosters within 4 weeks of when staff become eligible to receive them.

- Click here to access the Hydro Tasmania COVID-19 Vaccination Policy

7.2.2 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.

- 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.

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- Hold virtual morning teas and broader Leadership Team meetings as need be.

- Staff access to Employee Assistance Programme and OzHelp (mental health) webinars.

7.2.3   COVID Safety Plans for offices

- COVID Safety Plans drafted and in place for Hobart, Melbourne and Delhi offices.

- Online COVID Safety Plan compliance training completion a condition of office re-entry for all offices.

- Office closures as required, with Work from Home measures in place.

7.2.4   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 and separate accommodation.

- Consideration to a 3-day gap between field sites and offices and field sites across regions, dependent upon the Hydro Tasmania level of business continuity escalation. Decisions regarding field work are made in discussion with Entura people managers and Hydro Tasmania area personnel.

- Field work mitigations (including 3-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.

- QR Code check-in is required at all sites.

- Additionally, Entura field staff continue to complete a daily electronic check-in.

7.2.5   Field work – external clients

- Hydro Tasmania IMT approved external work to continue, provided staff adhere to any inter-region controls, based on the level of HT business continuity escalation. This may require a 3-day gap before conducting Hydro Tasmania field work in a different Tasmanian region.

- Regulations apply regarding travel restrictions following any local outbreaks.

- Entura staff are not considered "essential workers" outside Tasmania.

- Entura Managing Director required to sign off on any "Permitted Worker" applications, through power and water utility clients on Mainland Australia.

- Ongoing, close engagement with clients on shared mitigation protocols and SMWS, including two-way engagement with clients about COVID vaccination protocols.

- Entura field staff continue to complete a daily electronic check-in.

- 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, mask wearing, and separate accommodation.

- Appropriate PPE gear for staff protection, with sanitiser supplied for field vehicles.

7.2.6   Infection of a work location

- Follow Hydro Tasmania Outbreak Management Plan

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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