

Our Response to COVID-19

Ecoplant and New Era Total like many businesses, are thoughtfully responding to the COVID-19 virus crisis. We recognise many people in our company and our communities are feeling uncertain about how things will unfold in the coming weeks and months.

Our company is crafting its response based on the best advice available from the medical profession and the Australian and Queensland and New South Wales Governments. The unfolding crisis requires careful assessment of the risks from our activities to our people, customers and partners as well as the risks posed by others to our business.

Our response is contained in our COVID-19 Crisis Management Plan and Safe Work Method, both accessible below.

Despite the disruption and complexities arising from COVID-19 (coronavirus) – and the further disruptions to come – we’re working to ensure our operations remain open and available, and our commitments to our customers are met to the best of our ability. First and foremost, that means protecting our greatest asset – the health and safety of our staff – and that has required some changes in our operations.

To date, Ecoplant Australia and New Era Total, have taken the following steps to ensure the health and safety of our staff, our customers and our partners:

- On Tuesday 24 March access to office were restricted to key personell and social distancing measures were put in place.
- All **international air travel** and all **domestic air travel** have been suspended.
- We’re scheduling phone or video meetings wherever possible, which is rapidly becoming the ‘new normal’ for Australian business.
- External meetings should be conducted via online/digital channels. If it is essential that external parties are required to attend the office, this is to be assessed on case by case basis with the respective manger. If permission is granted the pre-meeting screening questions must be answered.

- We have increased the frequency and intensity of **cleaning** at our assets and are actively promoting social distancing and personal hygiene for our staff, customers and partners.
- We have **plans in place** to rapidly respond to any incidence of COVID-19 at our offices, sites and will at all times act on the instructions of relevant authorities.
- We have reviewed our internal and external **event plans** and revised, cancelled or postponed any events involving large gatherings.
- Our staff will not attend any conferences, events or other professional gatherings, and we encourage and support those organisations who are seeking to deliver these events remotely.
- Our offices and sales centres in NSW have been registered with the NSW Government as COVID Safe Businesses. This is a way of ensuring staff, and customers are aware of our commitment to ensuring a COVID safe environment within our workplaces and sales centres.
- And naturally, any staff member who has flu-like symptoms is **isolating themselves** from colleagues and customers.

Our company is evaluating the full effect of the crisis on our business delivery and at this stage, we are confident we will continue operating with the safeguards in our Plan. This means we are not cancelling planned works; however, we will apply strict social distancing and hygiene measures at our office and workplaces. We do firmly request that anyone with cold or flu like symptoms does not attend work or our

COVID 19 Crisis Management Plan 16 July 2020

AUS Pandemic Phases	Explanation & Decision Triggers	Response Activities & Status	STATUS
ALERT OS3	<p>A novel virus with pandemic potential causes severe disease in humans who have had contact with infected animals. There is no effective transmission between humans.</p> <p>Novel virus has not arrived in Australia</p>	<p>Monitor - Monitor media, World Health Organisation (WHO) and Australian Government health alerts.</p>	<p><i>This phase is over and no longer relevant as at 19 March 2020</i></p>
<p>Delay – OS4/5/6 (Prevent arrival of Corona virus from infected areas to uninfected areas)</p>	<p>Novel virus has not arrived in Australia.</p> <p>OS4 Small cluster of cases in one country overseas.</p> <p>OS5 Large cluster(s) of cases in only one or two countries overseas.</p> <p>OS6</p>	<p>Preparation – Monitor all media, World Health Organisation (WHO), Australian and Queensland Government health alerts.</p> <ol style="list-style-type: none"> 1. Confirm Government (State and Federal) case reporting requirements. 2. Review site and business crisis / incident response and business continuity preparedness. 3. Commence regular communication and alerts to employees and hygiene education. 	<p><i>This phase is complete and actions for this phase are advanced with actions 1-8 and 11 completed; however, Ecoplant is currently implementing actions 9 and 10</i></p>

	<p>Large cluster(s) of cases in more than two countries overseas.</p>	<ol style="list-style-type: none"> 4. Review the need to purchase additional personal protective equipment, vaccinations, etc. 5. Reconsider need for international travel (pending international environment and WHO warnings) and protocols for returning overseas travellers. 6. Follow-up on suspected cases and self-quarantine. 7. Crisis Management Team/CEO regularly liaise with NSW and QLD 8. Undertake assessment and readiness of personnel to work from home 9. Develop back-up plan for critical functions and personnel 10. Develop contingency plans with funders, partners and stakeholders. 11. Encourage healthy living, eating, exercise and offer flu vaccinations to personnel and directors to support immune system 12. Ensure the personal details register is fully updated 	
<p>Contain– Aus 6a <i>(Reduce the rate and extent of the spread of Coronavirus within the community)</i></p>	<p>Pandemic virus has arrived in Australia causing small number of cases and/or small number of clusters.</p>	<p>Mitigation - Monitor all media, World Health Organisation (WHO), Australian and Queensland Government health alerts.</p> <ol style="list-style-type: none"> 1. Maintain alerts to employees of increased possibility of a pandemic and actions to reduce risk of infection 2. Limit domestic travel 3. Offer remote working arrangements 4. Introduce additional cleaning and disinfecting in workplaces 	<p><i>The company is well advanced and all actions either implemented or ongoing. All personnel are aware of the evidence surrounding COVID-19 to date.</i></p>

		<p>5. If personnel member has travelled overseas in the last 14 days, needs to self-quarantine for a minimum of 14 days or take directions from the authorities. Managers to maintain</p> <p>regular comms with affected personnel</p> <p>6. Personnel with cold or flu symptoms to self-quarantine at home and if showing any of the COVID-19 symptoms to obtain medical advice prior to returning to work by contacting contact 13 HEALTH (13 43 25 84).</p> <p>7. If an employee suspects they have been in close contact with someone who has been diagnosed with COVID-19 they should not attend work until they have received and followed the medical advice that it is suitable to return.</p> <p>8. Ensure all personnel are aware of any assistance</p> <p>9. Continue preparation</p>	
<p>Manage – _Aus 6b(i) <i>(Maintaining operational capacity whilst allowing for the treatment of personnel and family members)</i></p>	<p>Pandemic virus is established in Australia and spreading in the community. Virus has arrived in Qld & Nsw and increasing numbers are being advised.</p>	<p>Increase Mitigation</p> <ol style="list-style-type: none"> 1. Introduce restrictions on visitor entry to the workplace in affected areas. 2. Field visit preparations need to include a risk assessment, which also needs to include minimising human interactions by: <ol style="list-style-type: none"> a. undertaking advance verbal communications by phone with landholders b. adhering to minimum recommended distancing from human interactions c. practice regular and thorough handwashing 	<p><i>Australia in firmly in this phase. Each office has restrictions on entry based around social distancing as at 15 March 2020. Some events have been postponed due to the need for interstate travel for presenters. As at 19 March, Safe Work Method Statements have been developed and distributed to all personnel. Currently developing other components of the back-up and contingency planning</i></p>

		<p>3. Unless with prior CEO/Manager approval, avoid all work-related:</p> <ul style="list-style-type: none"> a. travel between offices b. all domestic air and regional travel c. Approved internal and external meetings need to follow the COVID-19 relevant Work Methods Statement and be approved in advance by CEO/Manager. d. Defer all face to face group training and provide through on-line platforms where feasible e. Provide options for personnel to work remotely. <p>4. Prepare for closing offices including landlord directed closures and implementing minimum resource requirement.</p> <p>5. Confirm processes for landlord directed shutdowns</p> <p>6. Protect equipment and assets that are deployed in the field.</p> <p>7. Purchase health and cleaning consumables and PPE for an extended period</p> <p>8. Continue additional cleaning and disinfecting protocols</p> <p>9. Prepare rosters for essential workers to maintain critical business processes</p> <p>10. Encourage non-essential employees to take leave if there is insufficient work</p> <p>11. Initiate regular liaison with personnel, funders, partners and stakeholders</p> <p>12. Personnel with colds or flu-quarantine at home until symptoms have finished and if showing any of the COVID-19 symptoms to obtain medical advice prior to returning to work by contacting 13 HEALTH (13 43 25 84) or your doctor.</p>	<p><i>including business issues such as cash flow and contract deliverable issues</i></p> <p><i>So domestic travel is now stopped unless there is an emergent reason.</i></p> <p><i>All personnel have been offered the ability to work from..</i></p> <p><i>One person self isolated due to family members having suspected COVID-19. Both instances proved negative upon testing. Additional cleaning measures have been instituted in all offices.</i></p> <p><i>At this stage, instigating leave measures is not considered necessary.</i></p> <p><i>All travel beyond immediate surrounds needs to be run past the CEO until further notice.</i></p> <p><i>Investigations have commenced on an appropriate employee assistance scheme as well a process to ensure all employees and their families are ok.</i></p> <p><i>Contingency planning is well advanced.</i></p>
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<p>Manage – _Aus 6b(ii) <i>(Maintaining operational capacity whilst allowing for the treatment of personnel and family members)</i></p>	<p>Pandemic virus is highly localised in southern Queensland Personnel member diagnosed with COVID-19 Schools directed to close Government directed closure of workplaces and personal movement restrictions</p> <p><i>Critical element of this phase is to ensure containment and safety and wellbeing of our personnel, partners, contractors, clients, customers and communities</i></p>	<p>Mitigation Intensification</p> <ol style="list-style-type: none"> 1. Implement back-up and contingency plans 2. Close affected offices and all personnel to work remotely 3. Enforce use of personal protective equipment and protective barriers for employees undertaking field work 4. Immediately protect equipment and assets that are deployed in the field. 5. Disinfect offices prior to re-opening 6. Direct non-essential employees to take leave or be paid through other government programs if accessible. 7. Managers to maintain daily contact with diagnosed or suspected cases of the virus. 8. Employee Assistance services provided 	<p><i>This phase has been implemented. Ecoplant is still carefully monitoring the situation as more clusters and cases evolve.</i></p>
<p>Control– Aus 6c</p>	<p>Government advises the pandemic in Australia is</p>	<p>Stabilisation</p>	<p><i>Not in this stage yet</i></p>

	<p>nearing its end and/or customised pandemic vaccine widely available and is beginning to bring the pandemic under control.</p> <p><i>Critical element of this phase is to ensure Government advice on safety is implemented should the pandemic be declared over</i></p>	<ol style="list-style-type: none"> 1. CEO advise personnel announcing the day and time, which offices will be re-opened 2. CEO to outline opening process for each office 3. Develop business recovery plans 4. Non-essential workers directed to stay at home. 	
<p>Recover – _Aus 6d</p>	<p>Pandemic controlled in Australia but further waves may occur if the virus drifts and/or is re-imported into Australia.</p> <p><i>Critical element is to get the company back to full operation</i></p>	<p>Recover</p> <ol style="list-style-type: none"> 1. Confirm register of employees who contract the virus and likely to develop immunity. 2. Encourage employees with immunity to return to work 3. Implement plan for resumption of full business capacity. 4. Arrange vaccination to provide protection against next possible wave. 	<p><i>Not in this stage yet</i></p>