

Our continued response to COVID-19 (L3)

1. Purpose

To provide a procedure that:

- 1.1 Reduces the risk of workers being exposed to COVID-19 while working at a Terra site after a confirmed case.
- 1.2 Outlines practicable steps for Terra management and workers to take to prevent further exposure of COVID-19, by cleaning and isolating possibly infected areas of the work area.

Note: This is a living document and is subject to change as we receive updates and advise from the Ministry of Health or other health advisory sources.

2. Scope

- 2.1 This procedure applies to all workers within Terra Industrial. For clarity, All Terra team members, contractors and visitors at a Terra controlled site.

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4. Definitions

- 4.1 **COVID-19** is a respiratory illness caused by a new virus. Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads from person to person. Good hygiene can prevent infection.
- 4.2 **Disinfectant** is materials that can be used to kill germs / microbes that are on the surface of inanimate objects (non-biological) such as: clothing, floors, walls, metal.
- 4.3 **Disinfection** is the process of killing germs / microbes (bacteria, fungi, viruses) locally found on the surface of inanimate objects (non-biological) such as clothing, floors, walls, metals or in general throughout the room.
- 4.4 **Local disinfection** is the process of killing germs / microbes (bacteria, fungi, viruses) locally found on the surface of inanimate objects (non-biological) such as work tables, door handles, elevator buttons etc.
- 4.5 **General disinfection** is the process of killing germs / microbes (bacteria, fungi, viruses) in general to all office facilities such as work space etc.
- 4.6 **Disinfection Crew** are people who are appointed to do disinfection and have the required knowledge about disinfection.
- 4.7 **Response kit** is the collection of cleaning items in a kit bag ready for deployment if required.
- 4.8 **Work bubble area** are identified locations a worker is allowed to inhabit while at work. This includes a single bathroom (as in they use the same bathroom each time), café, their direct work station, desk, office. No visiting other locations outside of the identified bubble work areas.
- 4.9 **Management** are leaders in the business who have been delegated the responsibility of implementing this procedure, ie branch managers, regional managers and senior managers. Note: they are also still considered to be workers.
- 4.10 **Worker** - a person who carries out work in any capacity on a work site, the includes an employee, contractor, sub-contractor, employee of a contractor or sub-contractor, outworker, labour hire worker, volunteer, trainee, transport driver, courier driver and someone gaining work experience.

5. Management / Supervisor requirements

- 5.1 Gather the items needed for cleaning before entering the area and cleaning begins. This may include the following:
- personal protective equipment (PPE)
 - cleaning equipment and solutions
 - rubbish waste bag
 - alcohol-based hand sanitiser.
- 5.2 Use Right to Start process at the start of every shift.
- 5.3 Establish a Disinfection Crew for each shift, provide them the Response kit and perform a practice drill.
- 5.4 Shift crews are not to cross, as is they must remain separated.
- 5.5 Site plans are to be issued to all workers with their agreed work bubble area highlighted. Refer to section 4.8.
- 5.6 Increase fresh air ventilation.
- 5.7 Monitor staff health daily.
- 5.8 Managers to ensure only the minimum level of staffing required in work areas and instruct team members to remain in their identified work bubble areas.
- 5.9 Maintain regular hand cleaning and using hand sanitiser.
- 5.10 Refrain from allowing a worker with flu like symptoms from working, stay at home.
- 5.11 Send affected staff home, with flu like symptoms.
- 5.12 At Terra sites, prevent entry of contractors and customers to prevent direct employee contact. They must report to an external sign in point.
- 5.13 Clean frequent contact points in the branches and vehicles regularly and at the end of every shift. Crew members must clean their own tools and equipment and any commonly used tools and equipment.
- 5.14 When it is determined that there has been close contact with a suspected or confirmed case, have staff take medical advice from DHS, the MOH and their GP on the next steps for their health.
- 5.15 Follow "Affected Person" process within business. Refer section 12.
- 5.16 It is preferred that workers travel in separate vehicles if practicability achievable. Where this is not achievable, then workers are to increase ventilation, wear N95, KN95 or P2 face masks and gloves. After use clean the vehicles common surfaces where required with appropriate cleaning products.

6. Personal protective equipment (PPE) requirements

- 6.1 Items of personal protective equipment are listed in Appendix B of this procedure.
- 6.2 Workers are to be trained in the correct fit and use of any PPE.

7. Response kits

- 7.1 Items of equipment required for the response kits are listed in Appendix A of this procedure.
- 7.2 Workers are to be trained in the correct use of this equipment.

8. Facility set up requirements

- 8.1 Each site is to indicate on a site plan the controlled entry points into the facility and parts pick up points.
- 8.2 Establish a parts collection point for customers. Must be external of the building.
- 8.3 Establish a parts collection point for technicians and field service or parts from Distribution centre. This must enable complete workspace segregation.
- 8.4 Place posters listed in section 12 at each entry point and site notice boards.
- 8.5 Traffic management must be in place that limits access to unauthorised contractors, customers and visitors. They must be directed the indicated entry point for recording.

9. Worker requirements

- 9.1 Maintain 2 metre separation, each worker must keep a 2-metre distance to the next person whenever practical.
- 9.2 Maintain personal hygiene.
- 9.3 Report to manager or supervisor immediately if unwell with flu like symptoms.
- 9.4 Prevent direct contact with contractors and customers, clean frequent contact points in service vehicles.
- 9.5 Use face masks and gloves where appropriate or directed.
- 9.6 Attend the "Right to Start" at the beginning of the shift.
- 9.7 Workers must sign onto the Right to Start at each shift.

10. Customer and Visitor requirements

- 10.1 Customers and Visitors are only allowed to click and collect orders (L3).
- 10.2 Should a Customers or Visitors arrive on site and require support, this must be done via phone and the customer return to their vehicle while the product or part is placed in the click and collect area.
- 10.3 Maintain 2 metre separation, each worker must keep a 2-metre distance to the next person whenever practical.
- 10.4 Maintain personal hygiene at all times e.g. regularly wash hands and cough and sneeze in to elbow.

11. Contractor, Transporter and Couriers requirements

- 11.1 All normal contractor management continue to be applied. This means companies must still be prequalified, have a completed contractor agreement in place and documented online and onsite contractor inductions.
- 11.2 Contractors must comply with this Procedure when working on a Terra site.
- 11.3 Only Managers or Supervisors are authorised to book any contractors, or by via management delegation.
- 11.4 Contractors are to participate in any Right to Start meetings being conducted while on site.
- 11.5 The following points relate to contractor work rules:
 - No cold calling, visit by request only
 - Postpone any non-urgent site visits
 - Reconfirm any pre-existing schedules with your Terra Cat contact and if they are required
 - Under normal circumstances the contractor MUST NOT work across shifts
 - If it's important that the contractor completes the task, and this is across the shifts then:
 - Have them work in an isolated area, i.e move the machine into the yard away from the main workshop
 - Ensure the second shift supervisor has been called and advised of the situation
 - Advise the workforce of the situation so they keep the contractor in isolation
 - Contractors are to be notified when being booked of PPE requirements and that they must supply their own PPE.
 - Report to their contact person immediately via phone call from their vehicle when they arrive to site and follow their instructions
 - JSA's (risk assessment) or scope of work must be completed or provided for any task undertaken and include any COVID-19 controls.
 - Follow "Our Covid Code" at all times. Appendix F
 - Complete the 'contact tracing form' every time any contractor comes to site. Appendix N
 - Mark on a site plan ALL the areas that are authorised to be inhabited and have been inhabited at completion of the task.

11.6 Please turn contractors away from site if they:

- have any flu like symptoms or a fever
- have a cough/sore throat or breathing difficulties
- have returned from overseas in the last 14 days
- have been in contact with anyone that has been ill or at risk of having COVID-19

12. Responding to an emergency

- 12.1 When you need to attend to an emergency: (this can also relate to events off site)
- Use PPE, gloves, masks, eye protection and have alcohol sanitiser on hand.
 - As much as possible maintain physical distancing from anyone you meet.
 - Inform your Manager or Supervisor of what happened.
 - Record all the tracing details of everyone you have met.
 - Do not loiter and remove yourself from the area as fast as you can.
 - Report incident in Vault and follow other HSE Incident Response Level actions.
 - Contact Dean Heney 029 299 6298 so any contingency plans can be put in place if required.

13. Internal reference documents/ media

- 13.1 Script – Regional manager for branch to broader workgroup
- 13.2 Script – Supervisor or Manager reported case of COVID-19
- 13.3 Script – Welfare check for employee with confirmed COVID-19 – for leaders
- 13.4 Checklist – Confirmed COVID-19 Managers Checklist
- 13.5 Flyer – Terra Cat Potential exposure employee flyer
- 13.6 Flyer – Terra Cat What do I do if... flyer
- 13.7 Instruction – Cleaning a Machine. Appendix H
- 13.8 Form – Self-declaration at greater risk worker
- 13.9 Letter – any update letters to customers and contractors
- 13.10 Poster – Ministry of Health Protect yourself and others against COVID-19
- 13.11 Poster – Terra Cat Our Covid Code (L3) poster. Refer to Appendix F
- 13.12 Poster - Incident response level (incident reporting)
- 13.13 How to Guide – Right to Start pre-start meetings
- 13.14 Template – Right to Start template and sign on sheet
- 13.15 Site emergency plan - Emergency flip chart
- 13.16 Working on a customers site during COVID-19



14. Audit and Response drills

- 14.1 Daily audits will occur to assess for effectiveness of this procedure, its delivery in the operational space and to advise the business of any risk posed through non-compliance.
- 14.2 Audits reports will be via a Vault Checklist called COVID-19 Site Audit.
- 14.3 Site managers are responsible for ensuring the audit is completed for the area/site they control. This can be delegated to a shift Supervisor however the responsibility to complete this task remains with management.
- 14.4 Simulated response drills should be conducted weekly.

15. Responsibility

15.1 Regional Managers - Responsible for:

- monitoring implementation of this procedure at their sites;
- monitoring the effectiveness of this procedure, including wearing the correct PPE wherever it is required;
- monitoring site managers and supervisors complying with this procedure.
- monitoring contractors, visitors and customers comply with this procedure.
- following "Our Covid Code".

15.2 Branch Managers and Supervisors - Responsible for:

- implementing this procedure in their site/area of responsibility;
- ensuring supplies are available for the response kits;
- running response drills weekly for Disinfection of different site areas;
- maintaining a personal social distance of 2m or more from any other worker where possible;
- ensuring that the PPE requirements are signposted with approved signage at the entry points of Terra sites or work areas;
- ensuring supplies are available for the response kits;
- ensuring Terra team members are supplied with the correct PPE;
- ensuring workers are trained in the correct fitting and use of the PPE provided;
- ensuring defective or damaged PPE is not used;
- ensuring all personnel working on a Terra site follow this procedure including wearing the correct PPE wherever it is required;
- enquiring workers sign in at the start of shift and sign out at the end each day
- Complete "Terra day one COVID-19 checklist" on Vault Check;
- enquiring work areas are cleaned at the end of each shift;
- enquiring there the work area has been swept and cleared before handover;
- following "Our Covid Code".

15.4 Workers - Responsible for:

- following this procedure;
- wearing the correct PPE as required by this Procedure;
- cleaning and basic maintenance of PPE that is provided;
- immediately reporting defective PPE to their Supervisor/Branch Manager;
- sign in at the start of shift and sign out at the end each day for contact tracing.
- following "Our Covid Code".

15.5 Contractor Workers - Responsible for:

- complying with this Procedure when working on a Terra site, specifically section 11;
- immediately reporting to their contact person via phone call from their vehicle, when they arrive to site and follow instructions;
- maintaining a personal social distance of 2m or more from any other worker where possible;
- providing their own PPE to ensure they can comply with this procedure.
- following "Our Covid Code".









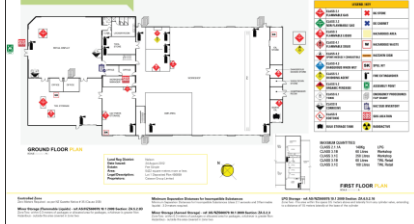
15.6 Visitors - Responsible for:

- complying with this Procedure when on a Terra site;
- remaining in approved visitor areas at all times while on site.
- following "Our Covid Code".

Appendix A: Our continued response to COVID-19

Site Response kit checklist

The following items list are required to have available on site for disinfection operators: (per kit)

Description:	Image:	Qty:	Check:
Roles of closable rubbish bags <i>Office Max Supermarket</i>		1	
Face protection (safety face shield) TWL #BGVC		1	
N95, KN95 or P2 Face masks (10 or more masks) <i>On order</i>		1 box	
Alcohol based hand sanitiser <i>On order</i>		1 300ml>	
Disposable latex or nitrile gloves <i>TWL Office Max</i>		1 box	
Notebook, Pen or pencil <i>Office Max Supermarkets</i>		1 ea	
Knife (might already have one spare) <i>Used to cut tape</i>		1	
Roll caution tape <i>TWL Office Max #2657007</i>		1 roll	
Printed A4 copy of site plan <i>P drive – 1.0 Site Plans (13th from the top)</i>		10 copies	

Appendix A Cont: Our continued response to COVID-19

5L or 7L pump sprayer <i>The Warehouse</i> <i>Mitre 10</i> <i>Bunnings</i>		1	
Simple Green RTU Anti Bac Hospital Grade Disinfectant 4 Ltr (concentrate makes 20 Ltr) Simple Green Dilution Bottle (refillable) 1 Ltr		1 ea	
Oxvir TB Wipes (160)		1 ea	
Disposable apron or overalls <i>Office Max overalls</i> <i>Office Max aprons</i>		5	
Bleach <i>The Warehouse</i> <i>Mitre 10</i> <i>Bunnings</i> <i>Supermarkets</i>		2L	
Disposable shoe covers <i>Office Max</i>		1 box	
Cleaning wipes <i>Office max cloth #2893177</i> <i>Office Max Paper #2452782</i>		1 roll	
Cleaning bucket <i>Office Max #2628457</i>		1	
Cleaning Squeeze Mop and spare heads <i>Office Max Mope #2235471</i> <i>Office Max mop head replacements #2235498</i>		1 ea	
First Aid Kit and eye wash station (already have onsite)		Have available	

Appendix A: Our continued response to COVID-19

Service vehicle checklist

The following items list are required to have available in service vehicles for disinfecting vehicles, tools, equipment:

Description:	Image:	Qty:	Check:
Roles of closable rubbish bags <i>Office Max Supermarket</i>		1	
Face protection (safety face shield) <i>TWL #BGVC</i>		1	
N95, KN95 or P2 Face masks (10 or more masks) <i>On order</i>		1 box	
Alcohol based hand sanitiser <i>On order</i>		1 300ml>	
Disposable latex or nitrile gloves <i>TWL Office Max</i>		1 box	
Notebook, Pen or pencil <i>Office Max Supermarkets</i>		1 ea	
Simple Green RTU Anti Bac Hospital Grade Disinfectant 1 Ltr (concentrate 4 Ltr makes 20 Ltr) Simple Green Dilution Bottle (refillable) 1 Ltr		1 ea	
Oxvir TB Wipes (160)		1 ea	
Cleaning wipes <i>Office Max cloth #2893177 Office Max Paper #2452782</i>		1 roll	
First Aid Kit and eye wash station (already have onsite)		Have available	

Appendix B: Our continued response to COVID-19

PPE Checklist

Normal PPE requirements for Operational and Service Work Areas are still required as per the company PPE Standard.





 Eye Protection	 Hand Protection	 Foot Protection	 Protective Hi-vis Clothing	 Reflective Protective Hi-Viz clothing
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The following items list are required to have available additionally to that above:

Description:	Image:	Qty:	Check:
Face protection (safety face shield) TWL #BGVC			
N95, KN95 or P2 face masks On order			
Disposable aprons Office Max			
Disposable shoe covers Office Max			

Non-service vehicle emergency PPE checklist

The following items list are required to have available in company vehicles, put in a zip lock bag:

Description:	Image:	Qty:	Check:
Alcohol based hand sanitiser		1 50ml>	
N95, KN95 or P2 face masks		2>	
Disposable latex or nitrile gloves		2> pairs	
Notebook, Pen or pencil		1 ea	

Appendix C: Our continued response to COVID-19

Response kit - Cleaning Instructions

The following instructions are to be followed where a person is working or has worked on site that has a suspected or confirmed case of COVID-19.

Remember to always refer to the Safety Data Sheet (SDS) of any cleaning product before using it. There may be some specific PPE or instructions that you must be aware of. Refresh yourself on:

- Sections 4 – First Aid Measures
- Section 6 – Accidental release measures
- Section 7 – handling and Storage
- Section 8 – Exposure controls / Personal protection

What are the STEPS involved? <i>What am I doing?</i>	How will hazards and risks be CONTROLLED? <i>What will I do to make it safe?</i>
1. Suspect or have a confirmed case of COVID-19 and the worker has been working on site within the last 14 days.	<ul style="list-style-type: none"> • Identify the areas where the worker has been. • Write notes including: <ul style="list-style-type: none"> - who had the worker had been in contact with; - what areas the worker had been in; - who is in the Disinfection Crew doing the clean up; - date/time areas were cleaned and length of cleaning time;
2. Notify the Disinfection Crew	<ul style="list-style-type: none"> • Activate the Disinfection Crew • Complete a Pause and Think checklist, • One crew member to apply their PPE and enter and isolate all the areas with caution tape. Arrange alternative facilities like portaloos or alternative smoko room. • All shifts are informed that the area is closed off for 24 hours before cleaning begins. <p>When it's time to clean</p> <ul style="list-style-type: none"> • clean top to bottom, clean surfaces and dirty surfaces; • include floors, walls, curtains, hi-touch areas like door knobs, table tops, cupboards, light switches, windows. • Remember toilet and break areas the person may have used. Did the person borrow tools or visit other areas – clean these too.
3. Notify Safety Team	<ul style="list-style-type: none"> • Contact either: Dean Heney – 029 299 6298 or Andrew Kenny – 021 304 837
4. Manager is to...	<ul style="list-style-type: none"> • Follow the Managers Checklist • Issue Manager Communication
5. Disinfection Crew cleaning area	<ul style="list-style-type: none"> • Following detailed cleaning instructions: Appendix C - PPE / Cleaning equipment use (of this procedure).
6. Complete clean up and dispose of cleaning items	<ul style="list-style-type: none"> • Following detailed disposal instructions: Appendix C - PPE / Cleaning equipment use (of this procedure). • Place disposable items in rubbish bag. • Clean reusable equipment and dry. • Seal rubbish bag and place in skip.
7. Maintain area lockdown	<ul style="list-style-type: none"> • Notify teams when the area is clear to be reused. • Arrange any additional supplies needed for the site eg Portaloo because all site toilets are quarantined.
8. Report back to Safety Team	<ul style="list-style-type: none"> • Contact via email: safety@terracat.co.nz with a copy of your notes.
9. Restock your response kits	<ul style="list-style-type: none"> • Purchase replacement items for the kits. • Restock the kits and complete kit checklist.

Appendix D: Our continued response to COVID-19

PPE Instructions

Disinfection Crew should use the following process to safely put on the recommended personal protective equipment before entering the area:

- Clean your hands. This can be done with either liquid soap and running water or alcohol-based hand sanitiser.
- Put on a disposable apron. Fasten the back of the apron at the neck and waist.
- Put on a surgical mask, secure the ties of the mask at the middle of the head and neck. Fit the flexible band to nose bridge and ensure mask is fitted snug to face and below the chin. Do not touch or adjust the mask until you are ready to remove the mask.
- Put on protective eyewear to protect your eyes from the cleaning fluids.
- Put on disposable latex or nitrile gloves.

The purpose of personal protective equipment is to reduce the risk of direct contact with contaminated surfaces.

Once cleaning is completed, place all disposable cleaning items in the rubbish waste bag. Waste does not need any additional handling or treatment measures. Reusable cleaning items, such as mop heads, should be cleaned as per the cleaning recommendations below.

Disinfection Crew should use the following process to safely remove personal protective equipment:

- Remove and dispose of gloves. The outside of gloves is contaminated. Remove gloves being careful not to contaminate bare hands during glove removal.
- Remove and dispose of apron. The apron front maybe contaminated. Untie or break fasteners and pull apron away from body, touching the inside of the apron only.
- Remove protective eyewear/face shield. The outside of protective eyewear/face shields maybe contaminated. Remove eyewear/face shield by tilting the head forward and lifting the head band or ear pieces. Avoid touching the front surface of the eyewear/face shield. Reusable protective eyewear should be placed into a container and washed in detergent and water and allowed to completely air dry.
- Clean your hands. This can be done with either liquid soap and running water or alcohol-based hand sanitiser.
- Remove and dispose of surgical mask if worn. Do not touch the front of the surgical mask. Remove the surgical mask by holding the elastic straps or ties and remove without touching the front.
- Clean your hands. This can be done with either liquid soap and running water or alcohol-based hand sanitiser.
- Personal protective equipment can be disposed into rubbish waste bag.
- Once you enter the area, avoid touching your face and don't touch or adjust your face mask if one is worn.
- If wearing a mask, it should be either on or off – ensure it always covers both the nose and mouth and don't let it dangle from the neck.

Appendix D Cont: Our continued response to COVID-19

Cleaning Instructions

Once the person with suspected or confirmed COVID-19 vacates a room, the need to be isolated for 24 hours before cleaning can commence. This will increase the chances of killing the virus and reducing the risks to the Disinfection Crew. The room and all hard surfaces in the room should be physically cleaned. All furniture, equipment, horizontal surfaces and all frequently touched surfaces (e.g. door handles) should be thoroughly cleaned.

- Clean top to bottom and from a clean surface to a dirty surface;
- Include floors, walls, curtains, hi-touch areas like door knobs, table tops, cupboards, light switches, remotes, controls, windows.
- Clean common areas such as toilet and break areas the person may have used.
- If the person borrow or used tools, equipment or visit other areas – clean these too.

To achieve maximum results, after spraying, allow the sprayed surface to stand for 1 minute then wipe off and dry. (don't wipe off immediately)

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

Bleach is ok for hard, non-porous surfaces. Bleach isn't suitable for delicate machinery parts as it can corrode some metals or fabrics. To properly disinfect these areas, you can use soap and water, 70% Isopropyl Alcohol, or non-bleach disinfecting wipes/spray.

Cleaning of hard surfaces (e.g. bench tops) should be done using either:

- A physical clean using a combined detergent and 1,000ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution. Follow manufacturer's directions for dilution.
- A physical clean using detergent and water followed by a clean with 1,000ppm bleach solution (2-step clean), for example, household bleach or hospital-grade bleach solutions that are readily available from retail stores. Follow manufacturer's directions for use or see Table 1 below for dilution recipe.

Bleach solutions should be made fresh daily and gloves should be worn when handling and preparing bleach solutions. Protective eyewear should be worn in case of splashing.

Make first aid kits and eye wash handy when using bleach because eye injuries with bleach and other chemicals can be common and can be severe.

Ventilate the room when using bleach to reduce respiratory inhalation and exposure.

Cleaning equipment including mop heads and cloths should be laundered using hot water and completely dried before re-use. Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of bleach solution and allowed to dry completely before re-used.

Preparation of bleach solutions

Household bleach comes in a variety of strengths of the active ingredient (sodium hypochlorite) and you can find this information on the product label often listed as available chlorine.

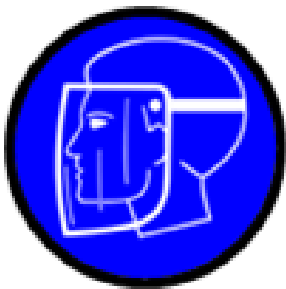
As a guide one tablespoon to one litre of cold or warm water (NOT HOT WATER)

Warning

- **Do not mix various disinfecting products together because they can cause dangerous chemical reactions.**
- Spraying disinfectants on the human body can cause adverse health effects such as skin, eye and airway irritation.
- Some cleaning products can strip the colour out of fabrics such as shoes, cloths and furniture.

Required in this area

The following items list are required to be worn in the area to protect against COVID-19:



Face Protection.



N95 or P2 disposable face mask.



Disposable latex or nitrile gloves.



Wash hands often while singing happy birthday twice & then dry.
Apply hand sanitiser for 20 sec.

Our Covid Code (L3)

Together we will;



Maintain good hygiene

- Wash hands with soap often while singing happy birthday and then dry.
- Apply hand sanitiser for 20 sec. Use moisturiser after frequent use of sanitiser.
- Sneeze and cough into your elbow, stop the drops.



Keep the flu away

- If you are feeling sick or have flu like symptoms, then the best place for you is at home.
- Stay away from work.
- Report if you are feeling unwell immediately to your manager.



Maintain the 2m rule

- Keep at least 2m separation from one another.
- If working within 2m wear a N95 face mask, and refrain from touching your nose, mouth.
- Keep a record who you have had physical interactions with.



Stay home, save lives

- Where you can work from home you should work from home.
- At greater risk team members, talk to your Manager.
- Practice safety at home just like you would while at work.



Stay in our bubble

- Identify and mark on a site plan your work bubble area and stick to it.
- Limit free movement around site and between other shift crews. Stick to your crew.
- Customers and visits are click and collect only for level 3. Zero entry into buildings, yards.



Clean our bubble often

- Clean your work bubble often.
- Clean your own tools, keyboards and other equipment.
- Clean common work areas and surfaces like controls, handles, floors, desks benches.



Collaborate and engage with Contractors

- The contractor management process is still in place.
- The same rules apply to contractors as any of our own workers.
- They will act the same as we do or send them away.



Stay Connected, be kind

- Attend your Right to start meetings, they are conducted at the start of every shift.
- We are in this together, so please reach out if you are finding it hard.
- Practice the five ways to wellbeing.

HELP US TO STOP THE SPREAD OF COVID-19



**THIS AREA IS ISOLATED
CONTACT SITE MANAGEMENT FOR
MORE INFORMATION OR ACCESS**

HELP US TO STOP THE SPREAD OF COVID-19



OUR SITE IS RESTRICTED
FOR PARTS COLLECTION
PLEASE CALL 0800 93 39 39

Appendix I: Our continued response to COVID-19

Disinfecting a machine

One of the most important ways to stay safe on the job right now is through regularly disinfecting your machine. Special attention should be paid to key touchpoints, including:

- Joysticks
- Steering wheels
- Switches
- Displays (including touchscreens)
- Grab handles
- Armrests and seats
- Consoles
- Door Handles

To properly disinfect these areas, you can use soap and water, 70% Isopropyl Alcohol, or non-bleach disinfecting wipes/spray. Make sure to disinfect these areas frequently.

Avoid using products with bleach or solvent-based solutions if possible and avoid using disinfectants stored at temperatures above 30 degrees celsius.

In more detail

Caterpillar have got requests from some dealers to recommend disinfectants or cleaning agents that do not deteriorate material overtime. This is because those dealer rental branches have added a step in their machine check-in/check-out process, which involves disinfection of specific touch points such as joysticks, steering wheel, door handles, switches etc. in the cab to prevent Covid-19.

This basic question can get pretty complicated quickly when you consider all the possible materials and applications that come into play...understanding that time is critical here, engineering has done some quick research and can confidently recommend the following options for cab touch surface disinfecting without too much in the way of significant negative effects on most cab interior materials:

- 70% Isopropyl alcohol (pre-packaged wipe or cloth applied)
- Clorox disinfecting wipes (non-bleach) or similar
- Lysol disinfecting wipes or spray or similar

The key with all of the above is that the disinfectant be allowed to flash off and/or be wiped off after allowed whatever 'working time' is recommended to effectively disinfect, so that the materials being disinfected do not have continuous and/or long-term exposure. It is also a good idea to apply the disinfectants at non-elevated temperatures (i.e. 30C or lower), since higher temperatures generally tend to exacerbate any chemical attack that might take place.









The good news is that most of the contact surface components listed below are typically made from more chemically-resistant materials like polyamide (i.e. Nylon), polyacetal, or polyurethane. Many of the console components and covers that support, cover, or retain those components are less chemically-resistant materials like ABS, ASA, PC/ABS, and PC/ASA, but should be fine with incidental contact of the above disinfectants. Apple and Android are currently recommending the above disinfectants for their screens, so we would assume that they should be fine for our screens as well. The only potential concern we could have would be for components made from PMMA (i.e. Acrylic, Plexiglass) or flexible PVC (i.e. Vinyl), but apart from some vinyl seat coverings and possibly some armrest covers, we don't believe they are many uses of in-cab contact surfaces using these materials...even so, the above disinfectants will likely not cause damage to these materials as long as they are applied at non-elevated temperatures.

Please note that diluted household bleach could also be an option if the above options are not available, but may be more likely to have some negative effects on some of the materials and components in question, so it is perhaps advisable for now to avoid it if other options are available.

Please share as needed within your teams to ensure that they are using correct disinfectants/ cleaning agents which will not cause issue with materials used in our machines. Even some retail customers may contact dealerships wanting this information.

Appendix J: Our continued response to COVID-19

Shift [] Emergency Team Contacts

Branch		
Contact	Name	Number / Email
Supervisor		P:
		E:
Manager		P:
		E:
		P:
		E:
		P:
		E:
		P:
		E:
		P:
		E:
		P:
		E:
		P:
		E:
 Disinfection Crew		P:
		E:
 Disinfection Crew		P:
		E:

Appendix K: Our continued response to COVID-19

Returning home after your shift

Stopping the spread of COVID-19 from work to home.
After your shift protect your home bubble with five easy steps.



No touching

When you return home, try not to touch anything until you have cleaned your hands properly.



Shoes

Remove your shoes, do not walk through the house with them on - leave them outside.



Items

Leave non-essential items at work and disinfect items you have used at work that you have to keep with you, e.g. mobile phones.



Clothes and bags

Place your clothes and bags in a container and wash in a hot washing machine cycle.



Shower

Have a shower and make sure to clean your hands, wrists, arms, neck, nails and areas that might have been exposed.

Appendix L: Our continued response to COVID-19

Separation plan for shared branch locations (L3)

- All branches / sites are operating on the same AM / PM shift pattern
- All Hyster operations are mostly away from site
- These arrangements are subject to change and must be managed and communicated locally with all workers.

Terra Cat		TWL		GMH	
Location Summary	Parts Counter / Admin	Workshop	Distribution	Toilets	Cafeteria
Blenheim	NA	NA	NA	NA	NA
Christchurch CRC	Separate Buildings	Separate Buildings	Separate Buildings	Separate Buildings	Separate Buildings
Analytical	-Separate	-Separate	-Separate	-Terra workshop will use their own toilets.	-Terra warehouse to use own toilets.
Christchurch	-Separate	-Separate -Shared steam cleaning area to be managed.	-Separate	-Terra Parts, HO and Lab to use café toilets.	-TWL/DIS will use their own toilets.
Christchurch HO	NA	NA	NA	-Terra will use ladies' toilets.	-Transport will use male toilets.
Christchurch Corp, GMH and GIS	Separate Buildings	Separate Buildings	Separate Buildings	GIS and GMH use their changing rooms.	-Note: the disables shower/toilet in GIS walkway is to be kept clean and not used.
Cromwell	NA	NA	NA	NA	NA
Dunedin	-Separate -Counters are separate -TWL to ensure the use 2 nd printer and not share a printer with Terra	-Separate	Inward outward goods area must be managed to ensure two teams do not occupy at the same time.	-Terra use their own and locker room	-TWL use those at the warehouse end
Gisborne	NA	NA	NA	NA	NA
Greymouth	-Separate	-Separate	Inward outward goods area must be managed to ensure two teams do not occupy at the same time.	-Terra uses the other - toilet in changing room.	-TWL use one toilet in changing room.
Hamilton - Terra	Separate Buildings	Separate Buildings	Separate Buildings	Separate Buildings	Separate Buildings
Hamilton - TWL / GMH	Separate workspace	Separate workspace	Shared -GMH Tech to collect parts once a day in safe manner	Segregated -TWL use disabled cubical -GMH Use left hand cubicle	Segregated -TWL set up in show room -GMH use upstairs
Invercargill	-Segregation of space Terra 1 person on the AM shift then covered by Christchurch. -GMH Tech to collect parts in designated area.	-Shared waste oil and steam cleaning area to be managed. -Disposal will be done in a safe manner (Social distancing and cleaning procedure)	-Segregation of space	-Terra use workshop toilet.	-TWL use upstairs toilet.
Mt Maunganui	Separate Buildings	Separate Buildings	Separate Buildings	Separate Buildings	Separate Buildings
Napier	-Terra operations only -TWL operating from Hastings	-Terra operations only -TWL operating from Hastings -GMH may need workshop in an emergency, will contact Shane. Disposal will be done in a safe manner	-Terra operations only -TWL operating from Hastings -GMH Tech to collect parts once a day in safe manner	-Terra operations only -TWL operating from Hastings -GMH Tech's will need a designated toilet	-Terra operations only -TWL operating from Hastings -GMH will not use facility

Nelson	<ul style="list-style-type: none"> -Terra Parts interpreter to work on segregated counter. -Customer pick up point to be done from the back of the warehouse area. -GMH Tech to collect parts in designated area. 	<ul style="list-style-type: none"> -Segregated marked out areas in the same space. -Disposal will be done in a safe manner (Social distancing and cleaning procedure) 	<ul style="list-style-type: none"> -Segregated marked out areas in the same space. 	<ul style="list-style-type: none"> -Terra uses workshop toilets -TWL to use disabled toilet -Upstairs females' toilet only to be used if females in one group else unisex. -GMH will be away from site. 	<ul style="list-style-type: none"> -Terra uses main café -TWL uses alternate café to be set up in the boardroom.
New Plymouth	<ul style="list-style-type: none"> Parties are segregating counter and showroom to ensure there is enough separation between TWL and Terra. A bench has been set up outside for parts access 	<ul style="list-style-type: none"> Separate workspaces 	<ul style="list-style-type: none"> -TWL freight through the first roller door. -There is a shared forklift so TWL will take responsibility for unloading Terra freight to avoid crossover. 	<ul style="list-style-type: none"> -Terra workshop use workshop toilet -TWL to use toilet in front of showroom. 	<ul style="list-style-type: none"> -Terra will use main café -TWL will use a jug and set up teaming facilities in an office within the showroom.
Palmerston North	<ul style="list-style-type: none"> -Terra operations only -GMH will be away from site. 	<ul style="list-style-type: none"> -Terra operations only -GMH will be away from site. Disposal will be done in a safe manner (Social distancing and cleaning procedure) 	<ul style="list-style-type: none"> -Terra operations only -GMH Tech's will collect parts once a day in a safe manner 	<ul style="list-style-type: none"> -Terra operations only -GMH will need a designated toilet 	<ul style="list-style-type: none"> -Terra operations only -GMH will be away from site.
Rotorua	NA	NA	NA	NA	NA
Silverdale	NA	NA	NA	NA	NA
Taupo	NA	NA	NA	NA	NA
Timaru	NA	<ul style="list-style-type: none"> GMH use only 	<ul style="list-style-type: none"> -Segregated marked out areas in the same space. -Terra parts collection only. 	<ul style="list-style-type: none"> -Shared toilet to be managed. 	<ul style="list-style-type: none"> -Shared café to be managed.
Wellington	<ul style="list-style-type: none"> -Terra parts person to operate out of the service department office space. -TWL to operate from shared showroom/parts area leaving front doors locked to prevent customer entry. -Bench placed outside front doors for TWL customer parts access. 	<ul style="list-style-type: none"> -Terra operations only -GMH Tech's work remotely, waste disposal will be done in a safe manner (social distancing and cleaning procedures) 	<ul style="list-style-type: none"> -TWL staff will pick Terra parts. Parts will then be moved between workspaces through the service window. Grey area = warehouse access, branch managers have a coordinated plan to indicate if someone is in the area before another person can access. -GMH Tech collect parts once a day in a safe manner 	<ul style="list-style-type: none"> -Terra uses men's toilet in workshop -TWL uses women's toilet in showroom -GMH Tech's will need a designated toilet 	<ul style="list-style-type: none"> -Terra uses main café upstairs. -TWL to operate a jug in the TWL manager office -GMH will be away from site.
Whangarei	<ul style="list-style-type: none"> Separate workspaces 	<ul style="list-style-type: none"> Separate workspaces 	<ul style="list-style-type: none"> -Terra uses main dispatch desk. -TWL to set up and use a different dispatch desk. 	<ul style="list-style-type: none"> Separate Two toilets 	<ul style="list-style-type: none"> Separate Two lunchrooms
Wiri	<ul style="list-style-type: none"> -Power Systems above TWL Power Systems will be working remotely and only on site to collect information and leave. -Power Systems should not require use of facilities. -Blue door between TWL and Terra in the main building is to be closed with no access signs. 	<ul style="list-style-type: none"> Separate Blue roller door in the Parts Warehouse is to be closed. 	<ul style="list-style-type: none"> Separate On site departments are treated as customers with click and collect. 	<ul style="list-style-type: none"> Separate facilities Ladies upstairs could be used by Power Systems Downstairs men's to be used by TWL 	<ul style="list-style-type: none"> To be used by TWL not Power Systems. If Power Systems start to use their space, they can bring in a jug.

Appendix M: Our continued response to COVID-19

Preparation checklists for day 1 (L3)

Preparation for business Tasks		✓
1.	Perform "Right to Start" – record attendance for "Contact Tracking"	
2.	Manager to perform a quick visual safety check and security sweep of the site	
3.	Inspect all current Jacked, Blocked or Suspended work is safe	
4.	Set up customer and staff "Parts Collection Points"	
5.	Put up the "Restricted Area" signage at customer entry points (with 0800 9339393 contacts for customer assistance) and the Ministry of Health green poster, ensure the entry is restricted	
6.	Place "Our COVID Code" on notice boards	
7.	Pin back doors and remove doors where and if appropriate	
8.	Complete pre-starts for each forklift	
9.	Complete pre-start for gantry and jib cranes	
10.	Complete pre-start of WAH gear	
11.	Complete WSR for workplace, put actions in place to attend to any issues	
12.	Complete inspections for any fixed or mobile plant which is not covered in the WSR	
13.	Please advise Terra Safety Team of any inspections via email so the WSR can be updated	
14.	Complete pre-start for all vehicles	
15.	Complete pre-starts for all trailers	
16.	Branch Manager or Supervisor to consult with "Health & Safety Rep" and then complete "Terra Day 1 – COVID-19" vault check	
17.	Advise your allotted senior manager that the day 1 activities have been completed	

Appendix M Cont: Our continued response to COVID-19

Day 1 Tasks both shifts		✓
1.	Perform "Right to Start" – record attendance for "Contact Tracking"	
2.	Cover first "4 week goals" with all staff – "Return to Work Comm's" Cover "Contact Tracking Requirements" – "Our Continued Response to COVID L3"	
3.	Review "Our COVID Code (L3)"	
4.	Cover customers and visitors are not to enter the premises	
5.	Allocate safety inspections and actions to staff to be completed prior to any work commencing	
6.	All staff to complete "Pause and Think" prior to completing task	
7.	Update all Hazard boards	
8.	Review all LOTO process's in the work place and for Field Service	
9.	Allocate "Common Area" and "Common Surfaces" cleaning to staff to be completed prior to the end of the shift	
10.	Nominate a "Disinfection Crew" for a COVID emergency	
11.	Obtain or order cleaning equipment, Appendix C - PPE / Cleaning equipment for COVID emergency, "Our Continued Response to COVID L3"	
12.	Perform cleaning drill with the "Disinfection Crew"	
13.	Advise your allotted senior manager that the day 1 activities have been completed	

Appendix N: Our continued response to COVID-19

Contractor / Transporter / Courier contact tracing (L3)

- Contact tracing details. Fill in each field below. All fields are mandatory
- Has the contractor worker completed the online and onsite induction within the past 2 years?
If yes, continue with this form. If No, STOP this process and complete full induction first.
- Completed immediately when contractor reports to site contact.
- **Access is NOT granted unless this is completed.**

Terra Branch:	Shift Supervisor:	
Today's date:	Time arrive to site:	Shift:
Contractor worker full (legal) Name:		
Contractor worker nick name if applicable: <input type="checkbox"/> NA		
Contractor worker residential address where currently staying.		
Contractor worker personal contact number(s) Cell: Home:		
Contractor worker personal email Address:		
Contractor company Legal Name:		

Initial

	Contractor MUST provide a documented Job Safety Analysis (JSA) for the work and hazards they are creating on our site and include COVID-19 Controls – must attach copy
	Mark on a site plan ALL the areas that are authorised to inhabit. Show and restricted areas / service work areas / operational areas / Smoking areas / Toilets / Café
	Explain work PPE and COVID-19 PPE requirements for certain areas
	Show and explain specific hazards on site that relate to the work being done, and the hazards in the area nearby. Explain COVID-19 procedures that are in place that the contractor must be aware of.
	Provide the contractor with a copy of "Our Covid Code" and explain each point.
	Remind First Aid procedures - First Aiders, first aid kits location, etc
	Remind evacuation Procedures - Emergency equipment, emergency exits, alarm switches, warden identification, assembly areas, etc
	Remind the contractor that they MUST report to the supervisor to sign out at the end of the work or shift. Contractors MUST NOT work over two shifts.

Contractor Declaration:

I certify that I understand the items marked above, and that each of the items have been shown and explained to me. I have provided copies of documentation required including a signed Job Safety Analysis (JSA) for the work to be undertaken. I will abide by all Terra Industrial health, safety sustainability requirements including any COVID-19 control measures, procedures in place. If there is anything that I do not understand or if there are any hazards/risks that I cannot control, I will speak up.

Contractor Worker Signature:

To be completed when contractor is leaving site:

Time departed site:	Attach site plan with ALL inhabited areas marked: <input type="checkbox"/>
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Statement of intent

Terra Industrial is collecting this personal information for the purpose of contract tracing for the Ministry of Health (MOH). It will not be disclosed unless requested by MOH. We promise that your information will never be used for any other purpose. It will only be held for as long as the COVID-19 pandemic is around. After that point it will all be destroyed. The use and storage of this information, Terra Industrial will at all times comply with guidelines of the Privacy Act 1993. Terra Cat branches are to file this document in a secure location.

Appendix O: Our continued response to COVID-19

Customer contact tracing (L3)

- Thank you for working with us to keep yourself and our people safe and well during this pandemic.
- Please use the hand sanitiser provided before touching the document.
- Please complete the details below to allow us to provide contact tracing.
- For parts collection issues or enquires please call 0800 93 39 39

To be completed by Terra Cat team:

Terra Branch:	Shift Supervisor:
Today's date:	Time item placed for collection:
Sales order number:	

To be completed by the Customer:

Collection date:	Time arrive to site:	
Customer full (legal) Name:		
Customers residential address where currently staying.		
Customer personal contact number(s)	Cell:	Home:
Customer personal email Address:		
Customer company Legal Name:		

Initial

	I'll review "our Covid Code"
	I'll stayed out of Terra buildings and yards.
	I'll stay at the click and collection point.

Customers Signature:

Time departing site:

Statement of intent

Terra Industrial is collecting this personal information for the purpose of contract tracing for the Ministry of Health (MOH). It will not be disclosed unless requested by MOH. We promise that your information will never be used for any other purpose. It will only be held for as long as the COVID-19 pandemic is around. After that point it will all be destroyed. The use and storage of this information, Terra Industrial will at all times comply with guidelines of the Privacy Act 1993. Terra Cat branches are to file this document in a secure location.

Appendix P: Our continued response to COVID-19

Contact tracing guidelines for team members (L3)

Managers or Supervisors must have the following controls in place:

- Have the Right to Start process in place for workers to sign in and out of each shift.
- For click and collect orders, provide a "Customer contact tracing (L3)" form, and hand sanitiser.
- Have available the "Contractor / transporter / courier contact tracing (L3)" form and site plans.
- Provide a copy of "Our Covid Code", Appendix F
- Provide a secure location to file all completed;
 - "Contractor / transporter / courier contact tracing (L3)" form, Appendix N. and
 - "Customer contact tracing (L3)" form, Appendix O

Operational team member will:

- Sign onto the Right to Start attendance if they are working within a site shift.
- Confirm the arrival time and departure time on the attendance sheet.
- Provide a copy of "Our Covid Code", Appendix F

Field Service, TSM and PSSR's team members going to customers sites will

- Use the Vault Check App to record site details, details of any people they have come in contact with. The check is called "Terra COVID-19 Contract Tracing".
- Follow the SWP for Working away with COVID-19.
- Complete the "Isolated Worker – Communication Emergency Plan Mar 2020"
- Provide a copy of "Our Covid Code", Appendix F

Share service and support staff will:

- Sign onto the Right to Start attendance if they are working within a site shift, or
- Sign the site visitor register if they are making a quick visit to site and not staying longer than 60min.
- Provide a copy of "Our Covid Code", Appendix F

Contractors, Transporters and Couriers will

- Follow requirements of the "Contractor / transporter / courier contact tracing (L3)" form Appendix N
- Mark on a site plan ALL the areas that are authorised to inhabit. Show and restricted areas / service work areas / operational areas / Smoking areas / Toilets / Café
- Provide a copy of "Our Covid Code", Appendix F

Customers will

- Follow requirements of the "Customer contact tracing (L3)" form, Appendix O
- Display a "restricted Area" sign, Appendix H
- Display a copy of "Our Covid Code", Appendix F