



COVID-19

Business Continuity Plan – Summary

7 August 2020

QA-BCP-02



Established 1977 | Our people care about your water | www.hydrochem.com.au | 1300 558 788

HydroChem nationwide network: Adelaide | Brisbane | Darwin | Launceston | Melbourne | Newcastle | Perth | Sydney

Introduction

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

HydroChem is a service organisation responsible for delivering water treatment services to a diverse range of industries. HydroChem's focus is on: preventing outbreaks of Legionnaires' disease, maintaining critical assets and providing risk management services.

The HydroChem COVID-19 Business Continuity Plan (BCP) provides a plan for, responding to and recovering from COVID-19 events, as well as an ongoing management program, to ensure a coordinated, integrated, whole of system approach across HydroChem.

Policy, purpose, and scope

The BCP ensures that HydroChem's is able to continue delivering services following a COVID-19 related business disruption incident, and aims to build high level resilience in all HydroChem services and sites.

This is a Summary of the Full BCP

This document is a summary of the full BCP. The full BCP is a commercially sensitive document that details information such as contact details of workers, suppliers and partners. In accordance with the Australian Privacy Principles, the full version of the BCP is not available for release outside HydroChem.

Key roles

- CEO
- Supply Chain Manager
- General Manager
- National Sales Manager
- National Mining and Industrial Manager
- State Managers
- IT Manager
- HR Manager
- National Training & EHS Coordinator
- Director of Strategy and Technology

Business Impact Analysis (BIA)

The BIA identifies the criticality of the processes, services and functions around HydroChem, and determines how those that are critical can be supported. The BIA is not a risk assessment; rather it is an exposure assessment that will help drive the business unit response and recovery strategies.

Key objectives for a BIA phase are to:

- identify the critical functions and services across business areas
- assess the impacts over time of not performing these activities
- identify key resources (people, processes, systems) that are critical to continuing and recovering critical services and functions
- identify alternative working arrangements that are already available for critical services or functions
- develop alternative working arrangements where unavailable for critical services or functions
- a determination of the organisation's capability to recover each critical service or function (recovery time objectives)

The impact of COVID-19 will be relatively broad in respect of the functions and locations of HydroChem. For this reason, the impacts have been separated into critical and non-critical. Critical impacts are those which have the potential to cause one or more of the following:

- failure in systems or processes resulting in fatality or serious permanent injury
- serious permanent injury to workers
- systemic legal, regulatory or internal failure with major penalty
- event with major impact on delivery of services
- event with major impact to partners
- financial loss greater than 1% of budget
- widespread negative reporting in media

The **Critical Business Functions** have been identified as follows:

- loss of supply: raw materials / equipment / consumables / packaging
- loss of workforce
- access to service locations – based on site specific protocols
- IT System Support

The **Non-Critical Business Functions** have been identified as follows:

- Finance
- Legal
- Logistics

The full detail of the triggers, escalation, activities, roles and resources associated with the Critical Business Functions are contained in the full version of the Business Continuity Plan.

Training

HydroChem recognises that training is a key aspect of:

- Infection control
- Critical Business Functions:
 - loss of supply: raw materials / equipment / consumables / packaging
 - loss of workforce
 - access to service locations – based on site specific protocols
 - IT System Support
- Non-Critical Business Functions have been identified as follows:
 - Finance
 - Legal
 - Logistics

HydroChem is developing resources to address the training requirements with specific emphasis on:

- Promote and practice good hygiene practices (regular handwashing, keeping hands away from face, providing hand sanitisers, staying home if unwell)
- Encourage employees to familiarise themselves with the symptoms of COVID-19 and to seek medical attention immediately if showing any of the viral symptoms
- Organise alternative meeting arrangements for visitors who have travelled overseas in the past 14 days
- Request employees who have travelled or been in close contact with people who have travelled to high risk locations to self-quarantine for 14 days
- Stay updated with the latest government travel advice on the Smartraveller website and defer business and personal overseas travel
- Provide flexible working arrangements where necessary

Infection Control

Where workers have returned from overseas travel, they must follow the required quarantine or isolation period in accordance with Department of Health guidelines and to otherwise ensure compliance with all Department of Health guidelines.

Other practices to be implemented and encouraged:

- Promote and practice good hygiene practices (regular handwashing, keeping hands away from face, providing hand sanitisers, staying home if experiencing flu-like symptoms)
- Encourage workers to familiarise themselves with the symptoms of COVID-19 and to seek medical attention immediately if showing any of the viral symptoms
- Stay updated with the latest government travel advice on the Smartraveller website and defer business and personal travel
- Provide flexible working arrangements where necessary

Immediate Infection Control Strategies

- Technical service teams and sales teams do not need to meet up face to face once a month, limit face to face contact amongst the team
- IT team have implemented videoconferencing.

- Review of seating plan for all office-based personnel which saw restructure of seating arrangements to separate business critical functions by floor/area
- Where workers live in an area identified by the local government health authority as a “hot spot”, or in an area under any form of government-imposed restrictions, and are leaving home for the purpose of conducting work for HydroChem, correctly fitted face mask must be worn. This is especially important in situations where social distancing of 1.5m is difficult to maintain.
- Where a state is experiencing an increase in confirmed cases and new hot spots have been identified, the branch service manager must monitor hot spots and advise their team of any changes via MS Teams.
- HydroChem workers must also abide by requirements imposed at client sites, where wearing a face mask may be a mandatory requirement for the duration of your visit
- If an employee is exposed to a confirmed case the employee and employer are to follow the current recommendations set out by the Australian Government Health Authorities.
www.health.gov.au
- If an employee is showing COVID-19 symptoms they are to follow the current recommendations set out by the Australian Government Health Authorities.
www.health.gov.au

Communication and notification plan

HydroChem has established triggers and escalation plans for communication of situations that are likely to lead to, or may lead to, impacts identified in the BIA. These protocols are detailed in the full version of the Business Continuity Plan.

Cooperation

We encourage everyone to follow the Australian Government’s recommendations to minimise the impact of COVID-19.

Coming on the back of the bushfires in Australia, no doubt the current situation will cause stresses and difficulties for individuals and organisations throughout the country. Our sympathies are with those who have been impacted by recent events.

Further information on HydroChem’s response is kept up to date [here](#).

If you have any queries, please liaise with our response team on covid_response@hydrochem.com.au

Additional Resources

HydroChem has other resources relating to the BCP available on its intranet:

- COVID Safe Plan - Victoria
- Environmental Health and Safety Management Plan
- Purchasing Policy
- Risk Management Policy
- Travel Policy
- Flexible Work Arrangements Policy
- Parental Leave Policy
- Personal Leave Policy
- Work from Home Policy

COVID- 19

For the most up to date information on the COVID-19 virus refer to websites below:

Australian Government Department of Health

<https://www.health.gov.au/>

WorkSafe

<https://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers>

<https://www.safework.nsw.gov.au/news/safework-public-notice/coronavirus>

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>

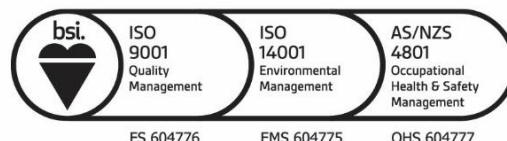
World Health Organisation

<https://www.who.int/>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>



www.hydrochem.com.au
1300 558 788



HydroChem Pty Ltd
 ABN 57 005 556 605

VICTORIA – Melbourne

23B Industrial Drive
 Braeside VIC 3195
 T +61 3 9190 0100
 F +61 3 9553 1387
 E info@hydrochem.com.au

NEW SOUTH WALES – Sydney

12/71A Milperra Road
 Revesby NSW 2212
 T +61 2 9792 1444
 F +61 2 9792 1499
 E nsw@hydrochem.com.au

NEW SOUTH WALES – Newcastle

2/8 Pennant Street
 Cardiff NSW 2285
 T +61 2 4954 6938
 F +61 2 4954 7002
 E newcastle@hydrochem.com.au

QUEENSLAND – Brisbane

Unit 1/41 Bellrick Street
 Acacia Ridge QLD 4110
 T +61 7 3344 3266
 F +61 7 3344 3277
 E qld@hydrochem.com.au

SOUTH AUSTRALIA – Adelaide

13 Croydon Road
 Keswick SA 5035
 T +61 8 8297 4099
 F +61 8 8297 4709
 E sa@hydrochem.com.au

WESTERN AUSTRALIA – Perth

2/220 Welshpool Road
 Welshpool WA 6106
 T +61 8 9451 1029
 F +61 8 9356 7670
 E wa@hydrochem.com.au

NORTHERN TERRITORY – Darwin

4/5 Bishop Street
 Woolner NT 0820
 T +61 8 8297 4099
 F +61 8 8297 4709
 E sa@hydrochem.com.au

TASMANIA – Launceston

7 Nairana Street
 Launceston TAS 7250
 T +61 3 6334 4744
 F +61 3 6334 4955
 E tas@hydrochem.com.au