



COVID-19

Business Continuity Plan – Summary

11 August 2021

QA-BCP-02



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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

Infection Control

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.
- Provide flexible working arrangements where necessary.
- Stay updated with the latest government travel advice on the Smartraveller website
 - Defer business and personal travel.
 - 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.
- Immunity in the Community – incentive program running to encourage vaccination against COVID-19, now vaccines are more readily available.

Immediate Infection Control Strategies

- Technical service and sales teams are conducting team meetings via MS Team. Face to face meeting requests are reviewed by the General Manager based on the risk level for that state.
- Office based staff seating reviewed which saw restructure of seating arrangements to separate business critical functions by floor/area (zoning).
- Work from Home options have been set up and activated as required when ordered by the local state/territory government's Chief Health Officer.
- All advice given by the Australian or state/territory government's Chief Health Officer must be followed. This includes specific requirements for density quotients, the wearing of face masks etc. HydroChem workers must also abide by any requirements imposed at client sites.
- All "shared" spaces (meeting rooms, kitchens) have density numbers clearly displayed for workers.
- Cleaning roster implemented with twice daily cleaning of all high touch surfaces (door handles, light switches, photocopiers, benches etc). Cleaning logs are maintained.
- COVID Safe Plans implemented where required.

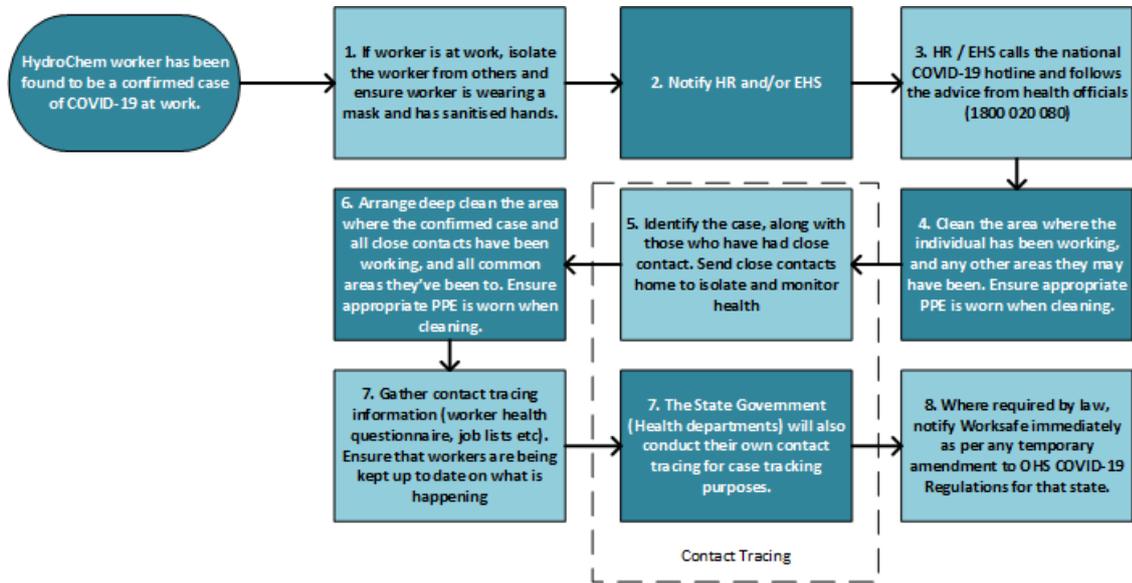
Infection control strategies for exposure events.

- Ongoing communication is provided to all workers regarding actions to be taken if exposed to a confirmed case or showing symptoms of COVID-19. All current recommendations set out by the Australian or state/territory government health authorities must be followed.
- See below for control measures flow charts.
- In the event of exposure at a HydroChem managed site:
 - AMC have been identified as an accredited national COVID-19 Deep Clean provider. In the event of exposure at a HydroChem workplace, AMC will be contracted to conduct a deep clean. This service can be enacted within a 2 hour turnaround time and the clean will take approximately 12 hours.
 - Following clearance from the relevant state/territory government health authorities, workers who are currently working remotely and therefore would not be required to isolate/quarantine can return to the site to manage day to day operations.
 - HydroChem’s Supply Chain Group will hold approximately 2 weeks of appropriate stock to cover 14 day quarantine requirements.
 - Additional stock will be held at offsite storage facilities as deemed critical by HydroChem.
 - Stock can be shipped immediately should a HydroChem office/warehouse be exposed.

Triggers / activation / escalation

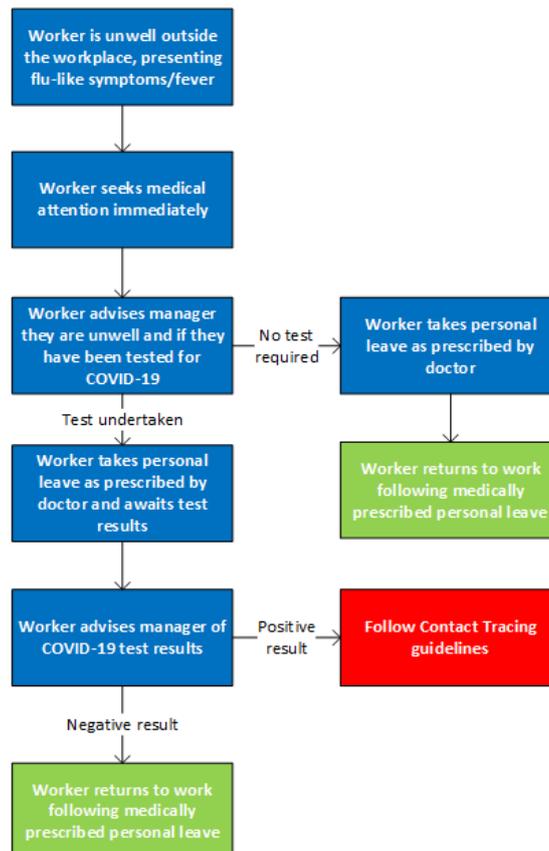
What	Who	When
Deep Clean of HydroChem site following exposure	National Supply Chain Manager – Production facilities General Manager – Office and branch warehouse facilities	Immediately following instruction from state/territory government Health Department
Arrange alternative warehouse storage if required	National Supply Chain Manager	ASAP following discussions with General Manager, affected State Manager and CEO
Arrange additional stock shipment if required	National Supply Chain Manager in consultation with General Manager & State Manager of affected site	ASAP following discussions with General Manager, affected State Manager and CEO
Communication to workers regarding <ul style="list-style-type: none"> • Exposure • Stock fulfilment 	General Manager in conjunction with State Manager	ASAP following exposure

Flowchart – Contact Tracing Requirements



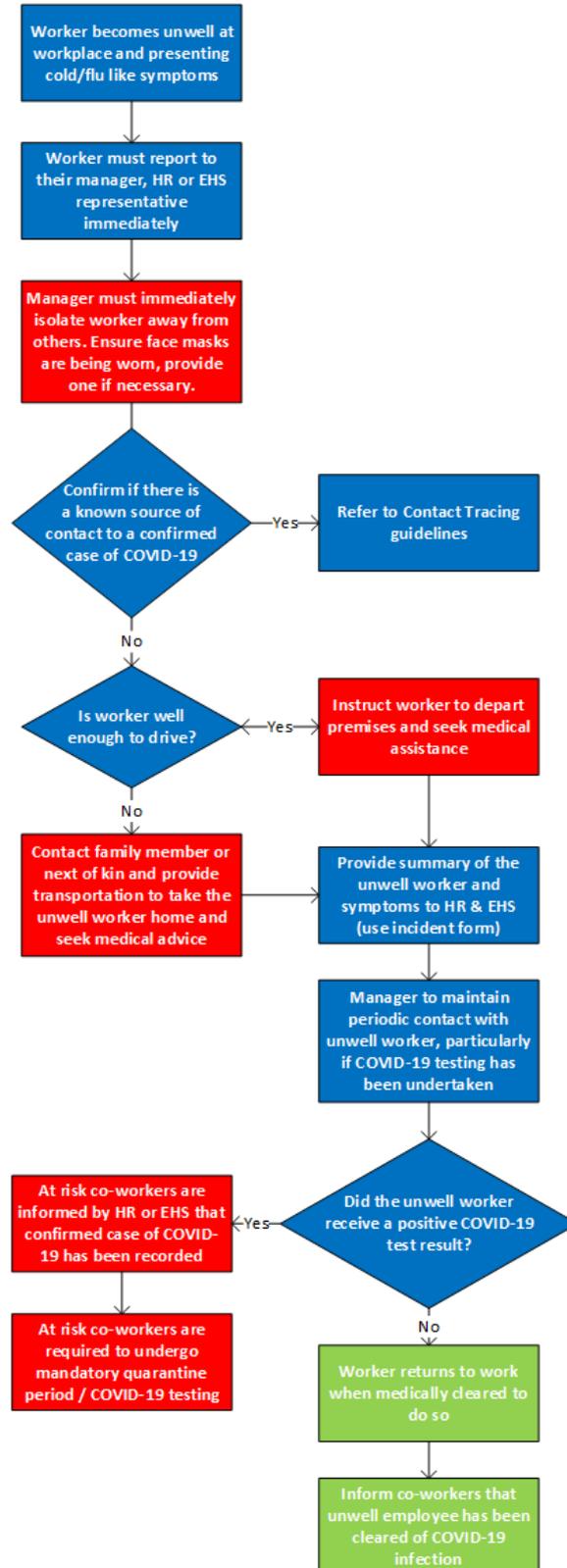
Flow chart – Worker unwell outside workplace.

This process applies to all HydroChem workers, including subcontractors.



Flowchart – Worker unwell at work place

This process applies to all HydroChem workers, including subcontractors.



Training

Workers are not to be brought together if not working in the same environment normally
“Awareness of COVID-19” training for all workers:

- What is COVID-19
- How is it spread
- Symptoms, diagnosis and treatment
- Prevention
- Exposure assessment and response
- What to do if you are sick
- Travelling and annual leave
- Summary

“COVID-19 – Changes in the workplace”

- Overview of floor plan changes
- Risk minimisation
- Breakdown of changes to office by branch
- Summary

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.

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 Additional Resources

HydroChem

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

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

HVAC

HVAC - Airborne Infectious Diseases

- ASHRAE Position Document on Airborne Infectious Diseases, approved January 2014, reaffirmed February 2020.

COVID- 19

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

Australian and State/Territory Government Department of Health

State	Website
National	https://www.health.gov.au/
VIC	https://www.dhhs.vic.gov.au/coronavirus
NSW	https://www.health.nsw.gov.au/
ACT	https://www.covid19.act.gov.au/
QLD	https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19
SA	https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19
WA	https://www.wa.gov.au/government/covid-19-coronavirus
NT	https://coronavirus.nt.gov.au/
TAS	https://www.coronavirus.tas.gov.au/

WorkSafe/Fair Work

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

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

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

World Health Organisation

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

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

Appendices

- Important contacts (internal and external)
- Initial notification form
- Action logs and issues tracking forms
- Critical business functions



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