What if....

Planning for the next crisis

Canterbury Safety Charter

WORKING SAFELY TOGETHER

PlaceMakers®

CANTERBURY

ANTIGUA ST | CRANFORD ST | HORNBY | KAIAPOI | RICCARTON

27 Aug 2020

Health and Safety Representative

Tammy Alexander: Maugers Contracting – Chairperson
Chris Read: Computer Concepts
Euan Gutteridge: BECA
Nicki Tasker: HRV Canterbury
Ollie Hansen: Waterproofing Concepts
Rebecca Moss: Clyne & Bennie
Shane Strode-Penny: WorkSafe
Symon Dynes: Hays Recruitment

David Bristow: Charter Board & CTU
Steve Taw: Charter Board & Taw Consulting

Canterbury Safety Charter
WORKING SAFELY TOGETHER

PlaceMakers
CANTERBURY
ANTIGUA ST | CRANFORD ST | HORNBY | KAIAPOI | RICCARTON

Watch Weathering the Strom ‘Clyne and Bennie’ Video

Watch additional episodes in the “Weathering the Storm Series”

Mike Greer Homes	Taggart
HEB	Waghorn Builders

Canterbury Safety Charter
WORKING SAFELY TOGETHER

PlaceMakers
CANTERBURY
ANTIGUA ST | CRANFORD ST | HORNBY | KAIAPOI | RICCARTON

Jenny Ewing

Triage Management Systems

Leading through a crisis

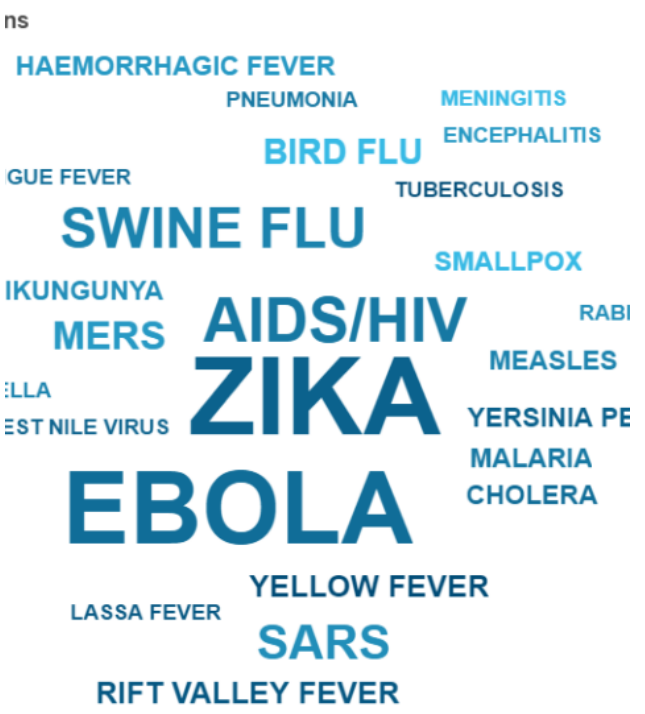
Canterbury Safety Charter
WORKING SAFELY TOGETHER

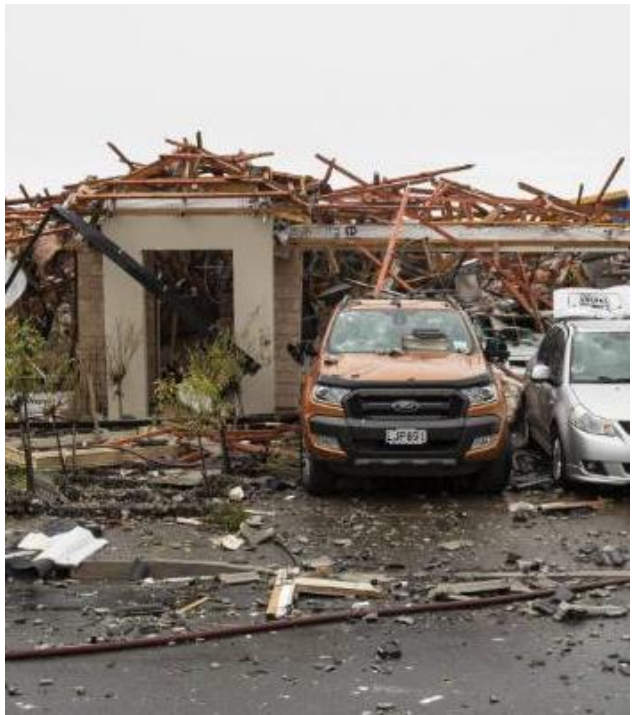
PlaceMakers
CANTERBURY
ANTIGUA ST | CRANFORD ST | HORNBY | KAIAPOI | RICCARTON

Canterbury Safety Charter
WORKING SAFELY TOGETHER

What is Organisational Resilience?

Triage Management Systems





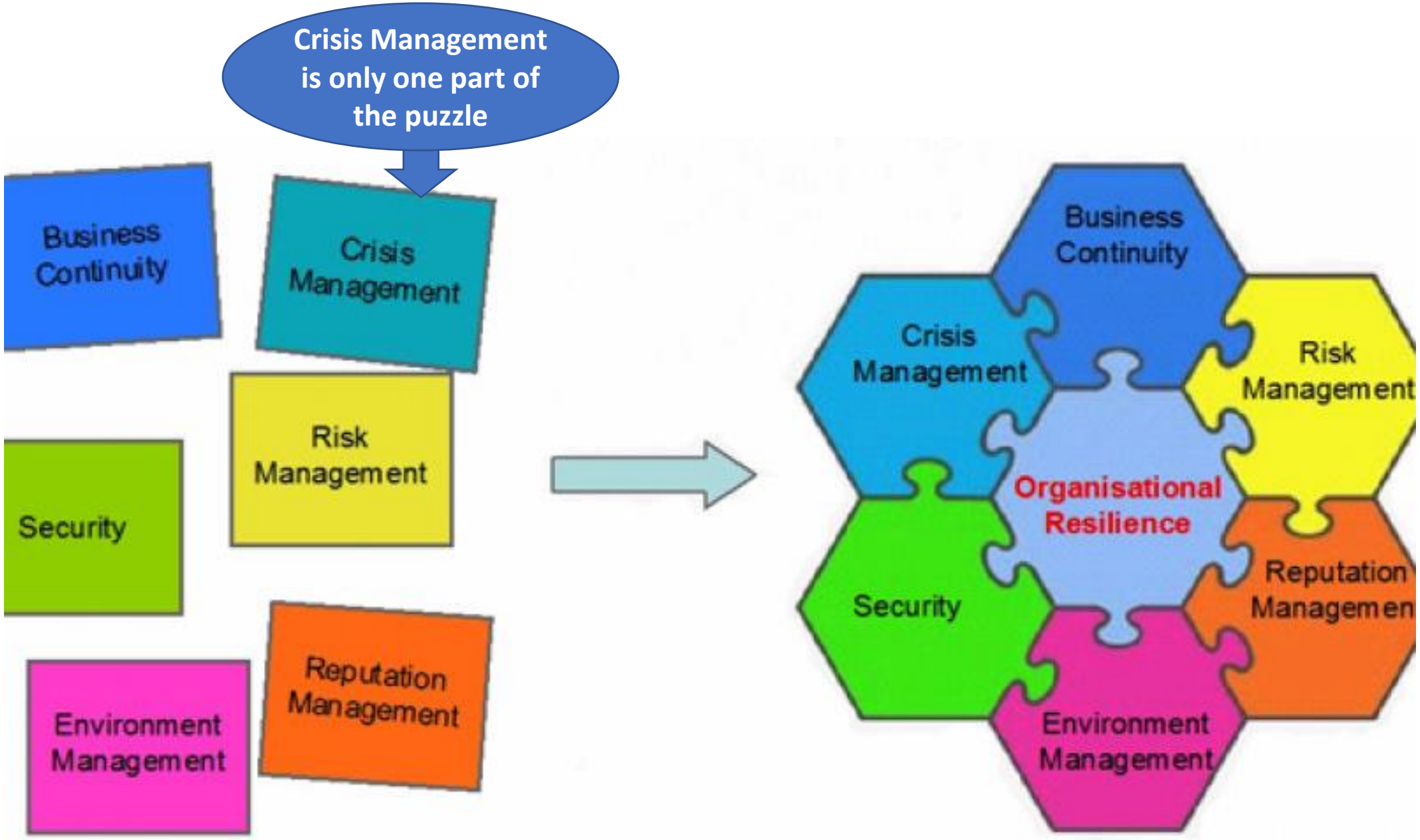
Man-made disasters:

Pandemics/infectious disease outbreaks, chemical spills, intentional acts -active shooter, Industrial action

(NB we also have natural disasters)

ORGANISATIONAL RESILIENCE IS:

- The ability to prepare for, respond and adapt with a disaster or disruption to business with minimum impact and damage to a changing environment
- Being able to ‘bounce forward’ to a new norm
- Continually learning and taking responsibility for making better decisions to improve capacity to handle hazards and disruptions
- A resilient organisation has a great awareness of itself, it’s key stakeholders and the environment within which it operates
- Resilience reaches beyond crisis & risk management towards a more holistic view of business health and success
- Being prepared
- Organisational resilience is a journey NOT a destination


Crisis Management is only one part of the puzzle
Business Continuity
Crisis Management
Risk Management
Security
Environment Management
Reputation Management
Business Continuity
Crisis Management
Risk Management
Organisational Resilience
Security
Reputation Management
Environment Management

WHAT ARE SOME OF THE EFFECTS OF A PANDEMIC (COVID-19) ON A BUSINESS/ ORGANISATION?

- Reduced staffing including contractors, casual employees other
- **Inability/unavailability for supply chains to provide goods** -Customer orders/services cancelled or postponed/supply chain issues for extended periods of time possibly up to 2yrs
- Changes and demands for some services i.e. increased internet use, decreased tourism/travel
- Restriction and or reduction to public places/gatherings/schools/restaurants/churches etc.
- Reduced healthcare or homecare services due to either demand for services/isolation
- In extreme situations and dependent on extent of the pandemic there may be possible disruptions to critical services i.e. telecommunications, banking, water, power, fuel supply, medicines, food supply, other (often due to the lack of personnel available to run such services)
- Short and long term financial restraints

What have we learnt living with COVID-19?

We have learnt new words:

unprecedented, herd immunity, stick to your bubble, flattening the curve, social distancing, lockdown, remote working, zoom meetings, etc

- Having to queue at supermarkets, no takeaways
- Having to work in teams
- Changing the way we operate our business
- Flexibility, vulnerability, being innovative

IS A PLAN FOR A PANDEMIC DIFFERENT FROM A STANDARD BUSINESS CONTINUITY *(DISRUPTION)* PLAN?

The purpose of Business Continuity Planning is to <u>enhance organizational resilience</u> through the following:

Build organisational capabilities to enable and support a continuance of the critical business functions & objectives during events and incidents that compromise business as usual (within acceptable time frames)

Traditionally most BCP's will focus on what happens should buildings, equipment, products or services are damaged or compromised in some way, which are predominantly 'people focused'

In the event of an emerging infectious disease outbreak such as a pandemic, most employees may not be able to report for work, therefore as an organisation it is imperative you plan for such events to minimize the risk and harm to employees and families. Additional Public Health measures may also limit business operations

With a pandemic, business operations may be affected for extended periods of time therefore it is imperative your core business activities can be maintained for several weeks or months with a skeleton staff providing they are not at risk from harm

We have just been informed that as of midnight tonight we are going back into level 4 for an unknown period

In your business as HSR's:

What are the immediate actions that need to be taken?

Who are the key people that need to be notified and involved?
- internally and why
- externally and why

What lessons have we learnt from previous lockdown and what would we do differently in future events?

What are **5 key priorities** for you as HSR's within your business?

What arrangements are being made to manage workload and staff

How will information be delivered

- Internally to staff
- Externally to your clients, stakeholders, other

The "What If" plan

Triage Management Systems

thank you

Triage Management Systems

Canterbury Safety Charter

WORKING SAFELY TOGETHER

Tammy Alexander

MAUGERS CONTRACTING

Role of a H&S Leader in a crisis

Canterbury Safety Charter
WORKING SAFELY TOGETHER

PlaceMakers CANTERBURY
ANTIGUA ST | CRANFORD ST | HORNBY | KAIAPOI | RICCARTON

MAUGERS
CONTRACTING
Canterbury
Safety Charter
WORKING SAFELY TOGETHER
Response-able
Building capacity to be ABLE to respond
Tammy Alexander – Maugers Contracting Limited

Pre – Lock DOWN

- *Targeted Communication*
- *Seek advice from experts*
- *Provide concise information*

Lock Down:

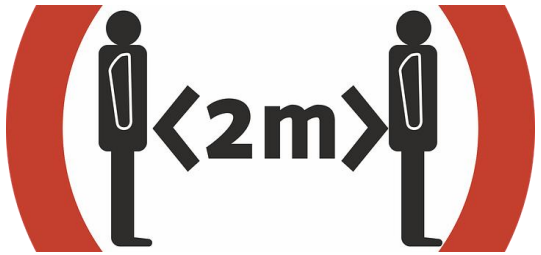
- *Open 2-way effective communication*
- *Keep informed –Live updates*
- *Ask for advice from everyone & ask how does that look to them*

Return to work:

siteconnect

Contact Tracing

SITE CONNECT
COVID TRACER



Social distancing

1-2 METRES APART

Hygiene

WASH YOUR HANDS
WASH YOUR HANDS
WASH YOUR HANDS

Learnings:

- ✓ *responsibility*
- ✓ *Communication*
- ✓ *Crisis plan*
- ✓ *Post event evaluation*

- *Know what you need to know*
- *Consult and engage - openly and early*
- *Who needs to know - what, when, how and why*
- *What did we do well and what do we need to improve on*

RESPONSE

Am I able to respond?

What is my role, how can I add value in a crisis?

CHALLENGE

DISCUSS

Consider potential crisis scenarios when discussing processes in your workplace

REVIEW

What Processes/procedures do we have in place and are they effective

Are any unnecessary?

Leading through a crisis

- *Communicate - clearly, openly & regularly*
- *Be prepared to say you don't know what you don't know – but seek guidance for that and report back*
- *Look beyond yourself - BE "Response"-"ABLE" Be able to respond (Learn what this looks like)*
- *Know your limits and when to engage expertise*

Prepare yourself to move into Crisis mode

Calmly, Capably and Confidently.

Learnings:

- ✓ *responsibility*
- ✓ *Communication*
- ✓ *Crisis plan*
- ✓ *Post event evaluation*

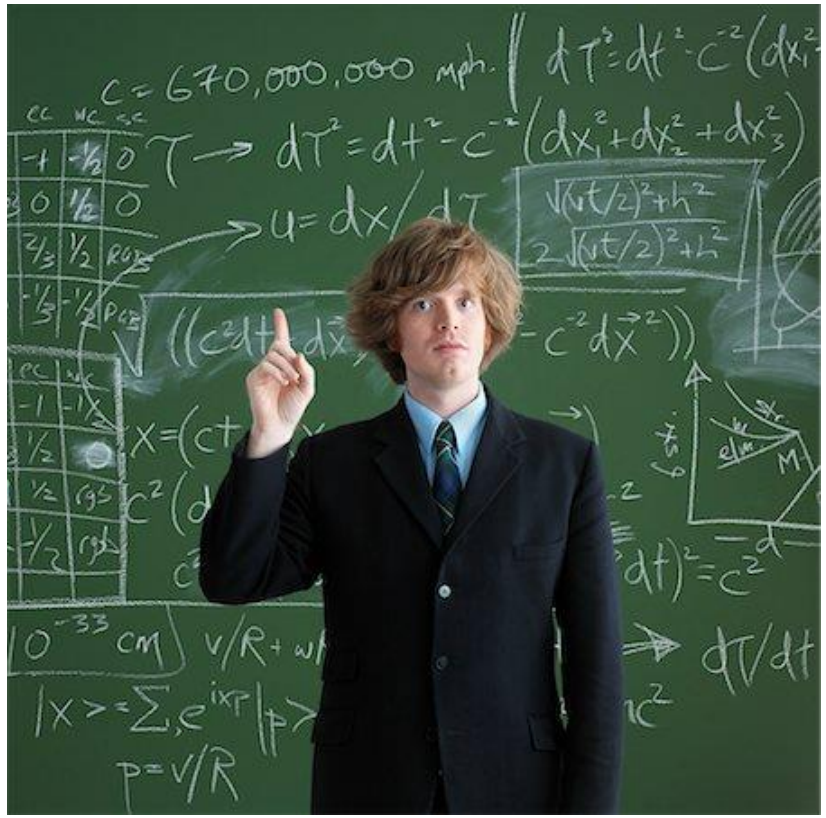
- *Know what you need to know*
- *Consult and engage - openly and early*
- *Who needs to know - what, when, how and why*
- *What did we do well and what do we need to improve on*

Next Charter event:

Questions you were too afraid to ask…

Thursday, 17th September
5.30pm-8pm
The Tannery

Register on the Charter Website



Reflections

What did we learn today?

Evaluation Forms

Please complete and leave on the table

Canterbury Safety Charter
WORKING SAFELY TOGETHER

PlaceMakers
CANTERBURY
ANTIGUA ST | CRANFORD ST | HORNBY | KAIAPOI | RICCARTON