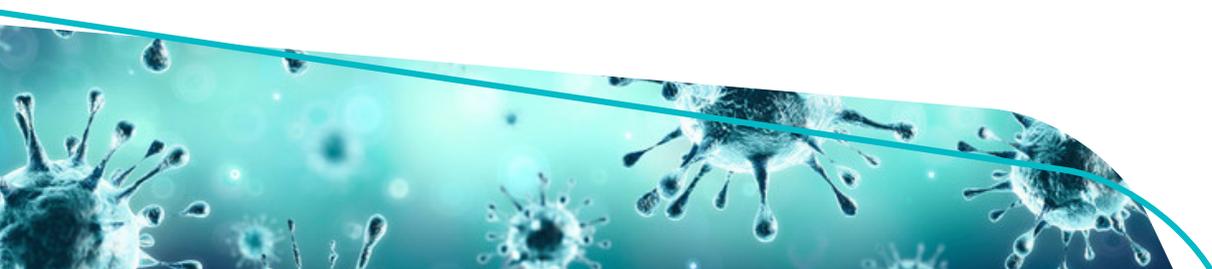




**WE ARE COVID-19 SAFE**



# At Energy Queensland safety has always been our first priority.

That's why we have adapted the way we work to keep our people, our customers and communities COVID-19 Safe. This applies across all of our businesses: Ergon Retail, Ergon Network, Energex and Yurika.

Our dedicated COVID-19 Safe plan will adapt and change in line with the latest government advice and we remain committed to providing an essential service to our customers and communities.



## Our workplaces

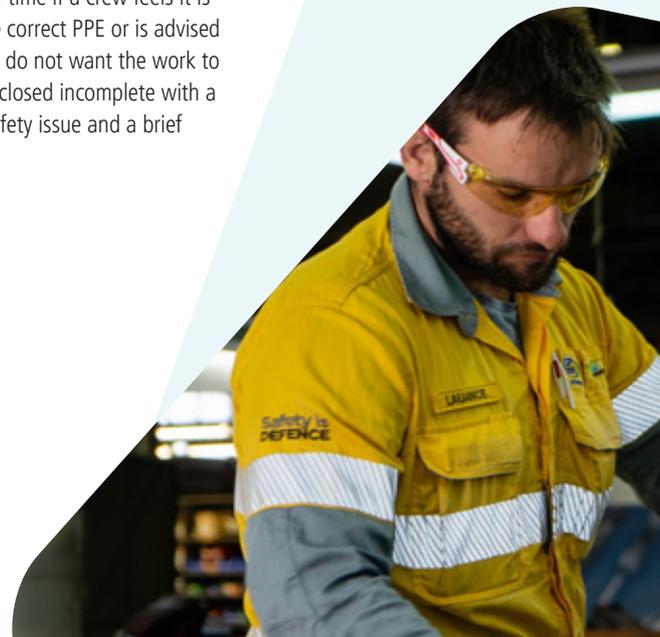
We've created a whole of business response to COVID-19 that includes detailed plans and procedures to maintain health and safety, as well as manage any suspected or identified cases of COVID-19. We are ready to respond immediately, appropriately, effectively and efficiently, and consistent with advice from health authorities.

### **Our offices and depots have made some adjustments including:**

- Increased cleaning regimes in high touch areas
- Hand sanitiser is available at all locations and we continue to educate and encourage good hand and cough hygiene practices
- Adapting our work spaces to allow 1.5m between workstations, and adhere to the one person per 4m<sup>2</sup> rule
- Implementing staged and coordinated return to work practices to slowly and carefully return our people to their usual places of work
- Encouraging remote working arrangements to continue where practical
- Increasing the use of video conferencing to avoid over-crowding meeting rooms
- Implementing a COVID-19 Visitor Management Policy to screen and limit the need for face-to-face visitation at our locations.

### **Our field crews have also made some changes to the way they work and interact with each other, and with our customers and communities.**

- Hand sanitiser is carried in every vehicle
- Limiting the number of our people in vehicles where possible
- Adjusting our program of work in the community to limit to only those essential works required; and slowly increasing our program of work where it is safe to do so
- Empowering staff - at any time if a crew feels it is unsafe, does not have the correct PPE or is advised by the customer that they do not want the work to continue, the job is to be closed incomplete with a note stating COVID-19 safety issue and a brief description of the issue.





## Our customers

- We've continued to provide a safe and reliable electricity supply to homes, businesses, and industry
- We always abide by social distancing measures to ensure minimal exposure to all parties
- When completing a re-energisation visual, it is preferred that customers are not in the house at the same time or remain in a different room
- We listen to customer feedback through our Contact Centre, social media and other channels, and act on that feedback to make changes to the way we operate, including during COVID-19
- We've delivered the Queensland Government's assistance rebate to eligible customers across regional Queensland through Ergon Retail while also offering a range of products and services such as MyAccount and payment plans to support customers during these difficult times.



## Our communities

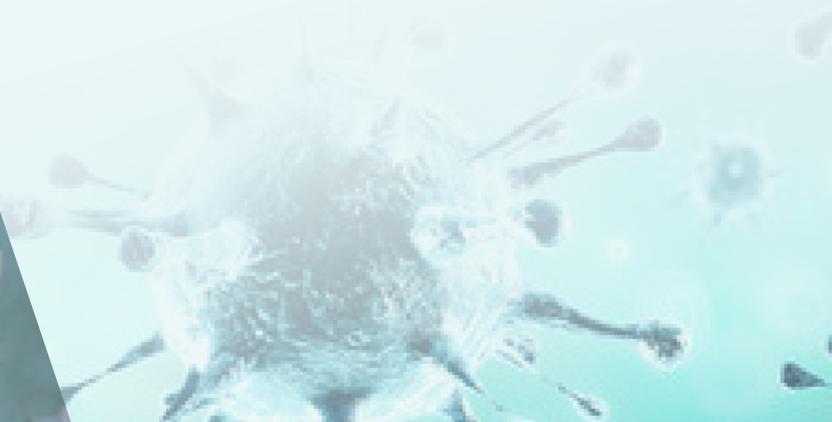
Our vision is to 'energise Queensland communities', and we strive to support the communities that we live and work in; both with essential services and other community efforts including:

- Delivering our Capital Works program across the State, providing safe reliable and affordable electricity, stimulating regional economic growth, and supporting local contractors and businesses
- Continuing to honour our Community Fund, which this year has provided \$150,000 in grants to support local community groups in need.



## Our people

- We support the download of the COVIDSafe app to our corporate mobile devices and encourage its use on personal devices
- We support remote working arrangements and rapidly enabled more than half of our 7500 strong workforce to work remotely in line with Government direction and social distancing measures
- We provide a high level of mental health support through our Employee Assistance and Mates in Energy programs
- We discourage travel between local offices and depots unless absolutely necessary
- We promote high levels of communication and collaboration through our digital systems and platforms to ensure employees stay connected and aligned to the most recent messages and COVID-19 advice.





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